



STIC Search Report

EIC 2600

STIC Database Tracking Number: 121596

TO: Olisa Anwah
Location: PK2 – 8A50
Art Unit : 2645
Tuesday, May 11, 2004

Case Serial Number: 09621715

From: Vamshi Kalakuntla
Location: EIC 2600
PK2-3C03
Phone: 306-0254

Vamshi.kalakuntla@uspto.gov

Search Notes

Dear Olisa Anwah;

Attached please find the results of your search request 09621715.
I searched the standard Dialog files, IBM TDBs, IEEE, DTIC STINET, and the Internet.

If you would like a re-focus please let me know.
Please feel free to contact me if you have questions or concerns. Thank you and have a great day.

Please take a moment and fill out the attached feedback form. Thank you.

Access DB# 121596
(14)

SEARCH REQUEST FORM

Scientific and Technical Information Center

Requester's Full Name: OLISA ANWAH Examiner #: 79288 Date: 5/7/4
Art Unit: 2645 Phone Number 305-4814 Serial Number: 69/621,715
Mail Box Location: Results Format Preferred (circle) PAPER DISK E-MAIL

If more than one search is submitted, please prioritize searches in order of need.

Please provide a detailed statement of the search topic, and describe as specifically as possible the subject matter to be searched. Include the elected species or structures, keywords, synonyms, acronyms, and registry numbers, and combine with the concept or utility of the invention. Define any terms that may have a special meaning. Give examples or relevant citations, authors, etc, if known. Please attach a copy of the cover sheet, pertinent claims, and abstract.

Title of Invention: VOICE AND TELEPHONE KEYPAD BASED DATA ENTRY METHOD FOR INTERACTING.
Inventors (please provide full names): HADI PARTOVI RODERICK BRATHWAITE, DAVID
ALBERT JEREMY BELLINA
Earliest Priority Filing Date: 05/02/2000

For Sequence Searches Only Please include all pertinent information (parent, child, divisional, or issued patent numbers) along with the appropriate serial number.

SEE ATTACHED EXAMPLE

STAFF USE ONLY	Type of Search	Vendors and cost where applicable
Searcher: Vamshi Kalakuntla	NA Sequence (#)	STN
Searcher Phone #: 708 306 0256	AA Sequence (#)	Dialog
Searcher Location: PK2 303	Structure (#)	Questel/Orbit
Date Searcher Picked Up: 5/10/04 11:20 PM	Bibliographic	Dr. Link
Date Completed: 5/11/04 2:30 P	Litigation	Lexis/Nexis
Searcher Prep & Review Time: 200	Fulltext	Sequence Systems
Clerical Prep Time:	Patent Family	WWW/Internet
Online Time: 220	Other	Other (specify)

File 344:Chinese Patents Abs Aug 1985-2004/Mar
 (c) 2004 European Patent Office
 File 347:JAPIO Nov 1976-2003/Dec(Updated 040402)
 (c) 2004 JPO & JAPIO
 File 348:EUROPEAN PATENTS 1978-2004/May W01
 (c) 2004 European Patent Office
 File 349:PCT FULLTEXT 1979-2002/UB=20040429,UT=20040422
 (c) 2004 WIPO/Univentio
 File 350:Derwent WPIX 1963-2004/UD,UM &UP=200428
 (c) 2004 Thomson Derwent

Set	Items	Description
S1	84	AU=(PARTOVI, H? OR PARTOVI H? OR BRATHWAITE, R? OR BRATHWAITE R? OR BRYAN, A? OR BRYAN A? OR BELLDINA, J? OR BELLDINA J? OR ARONS, B? OR ARONS B?) OR CO=TELLME()NETWORKS
S2	6	S1 AND (IVR OR VRU OR (SPEECH OR VOICE) (3N) (RECOGNITION OR RESPONSE))
S3	6	IDPAT (sorted in duplicate/non-duplicate order)
S4	6	IDPAT (primary/non-duplicate records only)
S5	11059	(DTMF OR DUAL()TONE() (MULTI()FREQUENCY OR MULTIFREQUENCY) - OR TOUCH()TONE? ? OR KEYPAD? ? OR NUMBERPAD? ? OR DIALPAD? ? - OR (KEY OR NUMBER OR DIAL) () (PAD OR PADS) (10N) (TELECOM? OR TELEPHON? OR PHONE?)
S6	6	S1 AND S5
S7	1	S6 NOT S4

4/3,K/1 (Item 1 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
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01383377

IP-based Interactive Voice Response system for servicing calls from a PSTN

Internetprotokoll-basiertes Sprachantwortsystem zum Bedienen von Anrufen aus einem PSTN

Systeme de reponse vocale interactif pour traiter des appels transmis sur un PSTN

PATENT ASSIGNEE:

Tellme Networks, Inc., (3311492), 1310 Villa Street, Mountain View, CA 94043, (US), (Applicant designated States: all

INVENTOR:

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LEGAL REPRESENTATIVE:

Freeman, Jacqueline Carol (72181), W.P. THOMPSON & CO. Celcon House
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PATENT (CC, No, Kind, Date): EP 1175074 A2 020123 (Basic)

APPLICATION (CC, No, Date): EP 2001305599 010627;

PRIORITY (CC, No, Date): US 219911 000721; US 687484 001013

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU; MC; NL; PT; SE; TR

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: H04M-003/493

ABSTRACT WORD COUNT: 125

NOTE:

Figure number on first page: 3

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200204	578
SPEC A	(English)	200204	5047
Total word count - document A			5625
Total word count - document B			0
Total word count - documents A + B			5625

IP-based Interactive Voice Response system for servicing calls from a PSTN

PATENT ASSIGNEE:

Tellme Networks, Inc...

...ABSTRACT A number of computer systems can receive and handle the calls in the IP format, including: translating the packets into an audio format suitable for **speech recognition** and creating suitable packets from computer sound files for transmission back over the PSTN.

...SPECIFICATION A number of computer systems can receive and handle the calls in the IP format, including: translating the packets into an audio format suitable for **speech recognition** and creating suitable packets from computer sound files for transmission back over the PSTN.

In some embodiments, a proxy server is used to balance call...well. In contrast, most VoIP installations make use of (heavy) compression and

- application program is a VoiceXML program.
4. The **voice response** system of Claim 2 or 3, further comprising a firewall in communication with the network medium for connecting the network server to an external IP network through the firewall, wherein the voice application program is remotely hosted on the external IP network.
 5. The **voice response** system of Claim 2, 3 or 4, wherein the network server performs call control communications with the PSTN-to-IP gateway in accordance with a SIP protocol.
 6. A scalable, computerized, Internet protocol (IP) based **voice response** system for servicing a plurality of calls received over a public switched telephone network (PSTN) comprising:
a PSTN-to-IP gateway for connecting to the...
- ...proxy server in communication with the PSTN-to-IP gateway for load balancing the plurality of calls amongst the plurality of network servers.
7. The **voice response** system of Claim 6, wherein each network server of the plurality of network servers comprises a host computer having a distinct network identification number.
 8. The **voice response** system of Claim 7, further comprising a configuration server for automatically loading and configuring an initial software environment for the host computer during its initial ...
- ...format as a packet switched call;
forwarding the packet switched call in the VoIP format from the conversion device to a computer system; and
performing **speech recognition** on the call using audio data extracted from the VoIP format by the computer system.
10. The method of Claim 9, wherein the conversion device...

4/3,K/2 (Item 2 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
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01367959

supporting development of a phone application code.

Verfahren und System zur Entwicklung eines Anwendungskode für Telefon

Methode et système pour le développement d'application de téléphone

PATENT ASSIGNEE:

Tellme Networks, Inc., (3311491), 1310 Villa Street, Mountain View, CA 94041, (US), (Applicant designated States: all

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PATENT (CC, No, Kind, Date): EP 1164771 A2 011219 (Basic)
APPLICATION (CC, No, Date): EP 2001305112 010612;
PRIORITY (CC, No, Date): US 592241 000613
DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE; TR
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: H04M-003/42; H04M-007/00; H04M-003/493
ABSTRACT WORD COUNT: 267

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200151	1144
SPEC A	(English)	200151	8125
Total word count - document A			9269
Total word count - document B			0
Total word count - documents A + B			9269

PATENT ASSIGNEE:

Tellme **Networks** , Inc...

INVENTOR:

... US)

Partovi, Hadi ...

...ABSTRACT in some embodiments all that is necessary is a web browser and network access) together with a telephone to develop sophisticated phone applications that use **speech recognition** and/or touch tone inputs to perform tasks, access web-based information, and/or perform commercial transactions. For example, in preparation for a sales pitch...

...libraries for common playback, input, and computational tasks. This focuses the development on application specific logic. Embodiments of the invention simplify the process of defining **speech recognition** grammars within their applications. Embodiments of the invention support rapid application deployment from the development environment to hosted application deployment to the intended audience.

...SPECIFICATION known as a programmer, to use specialized development software and/or hardware. For example, if a developer wanted to create phone applications using Nuance(TM) **voice recognition** software, from Nuance Communications, Menlo Park, California, they would have to set up a specialized development computer system, obtain the required telephony equipment, obtain suitable development tools (e.g. compilers), as well as obtain and install the necessary **speech recognition** system.

This cumbersome process drastically limits the number of people who can develop and deploy phone applications. Further, the software license fees and hardware costs...

...developer might need to obtain, configure, and have licenses to a variety of tools including: a speech recognizer, a speech programming toolkit, the target interactive **voice response** (IVR) system or telephony cards, a compiler, a comprehensive understanding of the grammars supported by the speech recognizer, and/or other specialized materials.

Further, emerging standards...

...in some embodiments all that is necessary is a web browser and network

access) together with a telephone to develop sophisticated phone applications that use **speech recognition** and/or touch tone inputs to perform tasks, access web-based information, and/or perform commercial transactions.

For example, in preparation for a sales pitch...on their local machines. Applications developed using the system can then be deployed, or hosted, in a platforms such as a voice portal, an interactive **voice response** (**IVR**) system, and/or some other voice access medium.

End users of phone applications can use telephones, including cellular telephones, to access the phone applications and...access to the recognition server 210, the audio server 213, the data connectivity engine 220, the evaluation engine 222 and the streaming engine 224.

The **recognition** server 210 supports **voice** , or **speech** , **recognition** . The **recognition** server 210 may use Nuance 6(TM) recognition software from Nuance Communications, Menlo Park, California, and/or some other **speech recognition** product. The execution engine 202 provides necessary grammars to the recognition server 210 to assist in the recognition process. The results from the recognition server...to a second state, that information is available to the developer while she/he is on the phone using the application. Similarly, the results of **speech recognition** can be shown, thus the developer can distinguish between a **speech recognition** error and a program logic error easily. In some embodiments the concurrency is in near real time with the call flow, or debugging, output being...in some embodiments all that is necessary is a web browser and network access) together with a telephone to develop sophisticated phone applications that use **speech recognition** and/or touch tone inputs to perform tasks, access web-based information, and/or perform commercial transactions.

Once the source code of phone application is...

...libraries for common playback, input, and computational tasks. This focuses the development on application specific logic. Embodiments of the invention simplify the process of defining **speech recognition** grammars within their applications. Embodiments of the invention support rapid application deployment from the development environment to hosted application deployment to the intended audience. Further...

4/3,K/3 (Item 3 from file: 347)

DIALOG(R) File 347:JAPIO

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07194629 **Image available**

METHOD AND DEVICE FOR DEVELOPING ZERO FOOTPRINT TELEPHONE APPLICATION

PUB. NO.: 2002-063032 [JP 2002063032 A]

PUBLISHED: February 28, 2002 (20020228)

INVENTOR(s): KUNINS JEFF C

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GIANNANDREA JOHN

CLARKE ANDREW

THAI TOM

WALTHER ECKART

HOWARD DANIEL J

EVERINGHAM JAMES R

APPLICANT(s): TELLME NETWORKS INC

APPL. NO.: 2001-177365 [JP 2001177365]
FILED: June 12, 2001 (20010612)
PRIORITY: 00 592241 [US 2000592241], US (United States of America),
June 13, 2000 (20000613)

INVENTOR(s): KUNINS JEFF C
PARTOVI HADI
PORTER BRANDON W
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DAVIS ANGUS MACDONALD
MCCORMICK PATRICK
GIANNANDREA JOHN
CLARKE ANDREW
THAI TOM
WALTHER ECKART
HOWARD DANIEL J
EVERINGHAM JAMES

ABSTRACT

... of the application, provides a library reusable by the developer for integrating development into logic characteristic of the application, and simplifies the defining process of **voice recognition** grammar. Thus, the developer can develop and unfold complicated telephone applications, using access to information based on execution of a task and a web, **voice recognition** for the commercial transactions and touch tone input by using the standard computer together with the telephone, even if there is no dedicated software.

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4/3,K/4 (Item 4 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00796523 **Image available**

METHOD AND APPARATUS RELATING TO TELEPHONE INTERFACE

PROCEDE ET APPAREIL SE RAPPORTANT A UNE INTERFACE TELEPHONIQUE

Patent Applicant/Assignee:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200130058 A2-A3 20010426 (WO 0130058)
Application: WO 2000US41448 20001019 (PCT/WO US0041448)
Priority Application: US 99426102 19991022

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ
DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG
SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

((OAPI utility model)) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 12225

Inventor(s):

PARTOVI Hadi ...

... BRATHWAITE Rodrick Steven

Fulltext Availability:

Detailed Description

Detailed Description

... audio repository 212, the data connectivity engine 220, the evaluation engine 222 and the streaming engine 224.

1 0 The recognition server 21 0 supports voice , or speech , recognition . The recognition server 21 0 may use Nuance 6TMrecognition software from Nuance Communications, Menlo Park, California, and/or some other speech recognition product. The execution engine 202 provides necessary grammars to the recognition server 21 0 to assist in the recognition process. The results from the recognition...with the voice portal, the content being presented at step 512 is being spoken using a voice character more suited to their own 1 5 speech patterns. Similarly, in response to callers who request that information be repeated several times, the voice character for those callers may be slowed and played back louder.

Additional examples...

4/3,K/5 (Item 5 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00796512 **Image available**

STREAMING CONTENT OVER A TELEPHONE INTERFACE

CONTENU MULTIMEDIA SUR INTERFACE TELEPHONIQUE

Patent Applicant/Assignee:

TELLME NETWORKS INC, 977 Commercial Street, Palo Alto, CA 94303, US, US

(Residence), US (Nationality)

Inventor(s):

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200130046 A2-A3 20010426 (WO 0130046)

Application: WO 2000US41429 20001020 (PCT/WO US0041429)
Priority Application: US 99426102 19991022; US 99431002 19991101
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ
DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG
SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 13565

Inventor(s):
PARTOVI Hadi ...
Fulltext Availability:
Detailed Description
Claims

Detailed Description

... the audio repository 212, the data connectivity engine 220, the evaluation engine 222 and the streaming engine 224.

The recognition server 210 supports **voice**, or **speech**, **recognition**. The **recognition** server 210 may use Nuance 6Tm recognition software from Nuance Communications, Menlo Park, California, and/or some other **speech recognition** product. The execution engine 202 provides necessary grammars to the recognition server 210 to assist in the I 0 recognition process. The results from...the voice por-tal, the content being presented at step 512 is being spoken using a voice character more suited to their own 15 **speech** patterns. Similarly, in **response** to callers who request that information be repeated several times, the voice character for those callers may be slowed and played back louder.

Additional examples...the user to jump in the stream to subject matter of interest. To use this I 0 command, the voice portal I I 0 performs **voice recognition** on the content stream (this may involve caching portions of the content stream) and searches for the corresponding phrase, subject matter, word, etc.

Extra - this...

Claim

... 2 The method of claim 1, wherein the receiving the Internet access request comprises receiving a verbal request to access the Internet site and performing **voice recognition** on the verbal request to determine the Internet access request. I 3. The method of claim 1, wherein the receiving the Internet access request...

4/3,K/6 (Item 6 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00796233 **Image available**
METHOD AND APPARATUS FOR ELECTRONIC COMMERCE USING A TELEPHONE INTERFACE
PROCEDE ET DISPOSITIF DE COMMERCE ELECTRONIQUE UTILISANT UNE INTERFACE
TELEPHONIQUE
Patent Applicant/Assignee:

TELLME NETWORKS INC, 977 Commercial Street, Palo Alto, CA 94303, US, US
(Residence), US (Nationality)

Inventor(s):

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DAVIS Angus Macdonald, 991 The Dalles Avenue, Sunnyvale, CA 94087, US,
MCCUE Michael S, 400 Surmont Road, Los Gatos, CA 95032, US,
PORTER Brandon William, 840 E. Dana Street, Mountain View, CA 94041, US,
GIANNANDREA John, 977 Commercial Street, Palo Alto, CA 94303, US,
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Legal Representative:

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Boulevard, Suite 2100, Los Angeles, CA 90036-5679, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200129742 A2-A3 20010426 (WO 0129742)

Application: WO 2000US41447 20001019 (PCT/WO US0041447)

Priority Application: US 99426102 19991022; US 99466236 19991217

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 17144

Inventor(s):

PARTOVI Hadi ...

... **BRATHWAITE Rodrick Steven**

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... 214, the audio repository 212, the data connectivity engine 220, the
evaluation engine 222 and the streaming engine 224.

The recognition server 210 supports **voice**, or **speech**, **recognition**.
The **recognition** server 210 may use Nuance 6Tm recognition software
from Nuance Communications, Menlo Park, California, and/or some other
speech recognition product. The execution engine 202 provides
necessary grammars to the recognition server 210 to assist in the
recognition process. The results from the...interactions with the voice
portal, the content being presented at step 512 is being spoken using a
voice character more suited to their own **speech** patterns. Similarly,
in **response** to callers who request that information be repeated several
times, the voice character for those callers may be slowed and played
back louder.

Additional examples...

Claim

... electronic mail address, and a 1 2 telephone number in the user

profile.

4 The method of claim 1, further comprising responsive to the second **response**, generating a **voice** receipt, the voice receipt corresponding to information about the electronic commerce transaction.

5 The method of claim 4, wherein the voice receipt includes at...

...the voice receipt.

7 The method of claim 1, wherein the receiving the audio purchase request comprises receiving a verbal request for a product, performing **voice recognition** on the verbal request to determine the product.

8 The method of claim 1, wherein the receiving the audio purchase request comprises receiving a series...

...product.

5 1

9 The method of claim 1, wherein the receiving the audio purchase request comprises receiving a verbal request for a merchant, performing **voice recognition** on the verbal request to determine the merchant.

10 The method of claim 1, wherein the receiving the audio purchase request comprises receiving a series...interface, the audio interface for presenting the audio signal to a human; receiving a data signal on the computer, the data signal corresponding to a **speech**

recognition result for the audio signal by a human; and responsive to receiving the data signal, updating the data storage to include the **I speech recognition** result.

36 The method of claim 35, wherein the **speech recognition** result indicates that the human could not process the audio signal, the method further comprising repeating the

58

method until the **speech recognition** result no longer indicates that the human could not process the audio signal.

I

?

7/3,K/1 (Item 1 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00489817 **Image available**

SYSTEM AND METHOD FOR AUDITORIALY REPRESENTING PAGES OF HTML DATA
SYSTEME ET PROCEDE POUR LA REPRESENTATION SONORE DE PAGES DE DONNEES HTML

Patent Applicant/Assignee:

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MACKENTY Edmund R,
OWEN David E,
ARONS Barry M,
CLEMENS Marshal W,

Inventor(s):

MACKENTY Edmund R,
OWEN David E,
ARONS Barry M ,
CLEMENS Marshal W

Patent and Priority Information (Country, Number, Date):

Patent: WO 9921169 A1 19990429

Application: WO 98US22235 19981021 (PCT/WO US9822235)

Priority Application: US 97956238 19971022

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD

MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US

UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE

CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN

GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 7293

Inventor(s):

... ARONS Barry M

Fulltext Availability:

Detailed Description

Detailed Description

... rate at which documents are read or adjust the volume of the output. All such navigation may be performed by pressing keys on a numeric keypad , so that the invention can be used over a telephone or by visually impaired computer users who cannot effectively use a pointing device.

In one aspect, the present invention relates to a method of representing...enter the URL using a keyboard. On a telephone, they would enter the URL by using some form of character entry method designed for the telephone keypad .

FUNCTION: IdentifyLink

INPUT: 'I' key, or '*' and '11 buttons on a telephone

RESTART: FALSE

DESCRIPTION: The HTML anchor, ...text string using a keyboard. on a telephone, they would enter the text string by using some form of character entry method designed for the telephone keypad .

SUBSTITUTE SHEET (RULE 26)

?

File 344:Chinese Patents Abs Aug 1985-2004/Mar
(c) 2004 European Patent Office
File 347:JAPIO Nov 1976-2003/Dec(Updated 040402)
(c) 2004 JPO & JAPIO
File 350:Derwent WPIX 1963-2004/UD,UM &UP=200428
(c) 2004 Thomson Derwent

Set	Items	Description
S1	42928	IVR OR VRU OR (SPEECH OR VOICE) (3N) (RECOGNITION OR RESPONSE)
S2	13368	DTMF OR DUAL()TONE() (MULTI()FREQUENCY OR MULTIFREQUENCY) OR TOUCH()TONE? ? OR KEYPAD? ? OR NUMBERPAD? ? OR DIALPAD? ? OR (KEY OR NUMBER OR DIAL) () (PAD OR PADS)
S3	477485	VOICE? ? OR SOUND? ? OR ORAL OR ORATION OR ORATORY OR SPEECH OR SPEAK? OR TALK? OR VOCAL? OR SAY OR SAYING OR VERBAL?
S4	400557	TELECOM? OR TELEPHON? OR PHONE?
S5	28504	(OPTION? ? OR MENU? ? OR VOICE()PROMPT? ? OR CHOICE? ? OR - LIST OR CATALOG?? OR CHECKLIST? OR INDEX?? OR INDICES OR INVENTORY) (5N) (SELECT? OR DETECT? OR FIND OR FINDS OR FINDING OR - CHOOS? OR IDENTIF?)
S6	1218937	REALTIME OR REAL?(W)TIME OR DYNAMIC? OR SPONTANEOUS? OR AUTOMATIC? OR AUTO
S7	304	S1 AND S2 AND S3 AND S4
S8	15	S7 AND S5
S9	15	IDPAT (sorted in duplicate/non-duplicate order)
S10	256	S3(3N)S5
S11	77	S10 AND S1
S12	6	S11 AND S2
S13	1	S12 NOT S9
S14	13	S10 AND S2
S15	13	IDPAT (sorted in duplicate/non-duplicate order)
S16	13	IDPAT (primary/non-duplicate records only)
S17	7	S16 NOT (S9 OR S13)
S18	14	S10 AND IC=H04M-001/64
S19	14	IDPAT (sorted in duplicate/non-duplicate order)
S20	14	IDPAT (primary/non-duplicate records only)
S21	12	S20 NOT (S9 OR S13 OR S17)

9/3,K/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

015813407 **Image available**
WPI Acc No: 2003-875611/200381
XRPX Acc No: N03-699162

Speech -enabled response providing method, involves identifying
information request classifications having preset frequency level, and
defining opening menu for responding to caller information requests

Patent Assignee: SBC TECHNOLOGY RESOURCES INC (SBCT-N)
Inventor: BUSHEY R R; JOSEPH K M; KNOTT B A; MARTIN J M
Number of Countries: 001 Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030202640	A1	20031030	US 2002135143	A	20020430	200381 B
US 6697460	B2	20040224	US 2002135143	A	20020430	200415

Priority Applications (No Type Date): US 2002135143 A 20020430

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20030202640	A1	14	H04M-001/64	
US 6697460	B2		H04M-001/64	

Speech -enabled response providing method, involves identifying
information request classifications having preset frequency level, and
defining opening menu for responding to caller information requests

Abstract (Basic):

... to classify an information request linked with each statement,
and finding frequency of requests for each classification. The
classifications having a preset frequency level are identified , and
an opening menu (18) listing the identified classifications and a
DTMF tone linked with each classification is defined for responding to
caller information requests.

... The information request classifications are selected by stating
a voice utterance or inputting the associated DTMF tone. An
INDEPENDENT CLAIM is also included for a system of providing
information to callers over a telephone .

...

...Used for providing speech -enabled response to caller request...

...The automated method presents an adaptable menu to callers for obtaining
current and appropriate information over a telephone with speech or
touchtone DTMF signals. The adaptable menu nodes allow callers to
navigate quickly to desired information by applying voice
recognition to caller inputs responsive to an initial prompt for the
callers task. The adaptable menu provides a reduction in the navigation
time of callers and...

...The drawing shows a block diagram of a system for presenting voice
prompt menu options based on the frequency of caller requests for
information...

...Interactive voice response unit (10...

... Telephones (14
Title Terms: SPEECH ;

9/3,K/2 (Item 2 from file: 350)
DIALOG(R) File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

015790310 **Image available**
WPI Acc No: 2003-852513/200379
XRPX Acc No: N03-680825

Voice recognition menu navigation method in mobile telephone network, involves classifying utterance received from mobile telephone into high, medium and low confidence levels, while determining matching menu mode

Patent Assignee: BUSHEY R R (BUSH-I); KNOTT B A (KNOT-I); MARTIN J M (MART-I); SMART T L (SMAR-I)

Inventor: BUSHEY R R; KNOTT B A; MARTIN J M; SMART T L

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030191648	A1	20031009	US 2002118478	A	20020408	200379 B

Priority Applications (No Type Date): US 2002118478 A 20020408

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20030191648	A1		9 G10L-021/00	

Voice recognition menu navigation method in mobile telephone network, involves classifying utterance received from mobile telephone into high, medium and low confidence levels, while determining matching menu mode

Abstract (Basic):

... The user utterance received from mobile telephone (12) is classified into utterance having high, medium or low confidence levels. Matching menu modes are determined by implicit confirmation, when the utterance has high confidence level, and by explicit confirmation when the confidence level is medium. The user is directed to a dual tone multi - frequency (DTMF) menu, when the confidence level is low.
... An INDEPENDENT CLAIM is also included for voice recognition menu navigation system...

...For navigating voice recognition menu for providing automated telephonic services through voice activation of menu selection in mobile phone network...

...Situation dependent voice activated menu navigation prevents errors in activation, and provides provisions for recovering from errors if any

...The figure shows the block diagram of the voice recognition menu navigation system...

... telephone (12...

... telephone network (14...

... voice recognition interactive voice response unit (16...

... dual tone multi - frequency engine (26

Title Terms: VOICE ;

9/3,K/3 (Item 3 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

015784306 **Image available**
WPI Acc No: 2003-846509/200379
XRPX Acc No: N03-676561

Speaker independent speech recognition for telecommunications ,
provides phonetic transcription from central databases for input word,
transcription is stored in phone to be called up again using voice
recognition

Patent Assignee: SIEMENS AG (SIEI)

Inventor: NIEMOELLER M

Number of Countries: 026 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1220200	A1	20020703	EP 2000127747	A	20001218	200379 B
DE 50003855	G	20031030	DE 503855	A	20001218	200379
			EP 2000127747	A	20001218	
EP 1220200	B1	20030924	EP 2000127747	A	20001218	200381

Priority Applications (No Type Date): EP 2000127747 A 20001218

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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EP 1220200	A1	G	9	G10L-015/26	
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Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
LI LT LU LV MC MK NL PT RO SE SI TR

DE 50003855	G		G10L-015/26	Based on patent EP 1220200
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EP 1220200	B1	G	G10L-015/26	
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Designated States (Regional): DE ES FR GB IT

Speaker independent speech recognition for telecommunications ,
provides phonetic transcription from central databases for input word,
transcription is stored in phone to be called up again using voice
recognition

Abstract (Basic):

... New names to enter in telephone book in phone are input
using keypad and are transferred from telephone end unit (T,MS) via
data transfer route (B) of communication or data network to central
server (TS). Words are mapped to phonetic transcription. Phonetic
transcription is transferred back via the data transfer route to the
end unit (T,MS) and stored there. Number of named person is then
selectable by voice input of the name.

... Input new names to add to telephone book are mapped to
phonetic transcription using access to pronunciation library database
(PDB1-3) and neural network implemented in server. Phonetic
transcription is transferred back via the data transfer route to the
end unit (T,MS) and stored in the end unit. Mapping to phonetic
transcription is independent service of the telecommunication or data
network. End unit identifier or user identifier is used to indicate
e.g. dialect or pronunciation type for phonetic transcription...

... Speaker independent speech recognition for simple devices e.g.
GSM-standard mobile phone , WAP mobile phone , ISDN fixed subscriber
phone , to select person on phone list using speech
recognition .

...

...Enables use of **speaker independent speech recognition** for simpler devices and for languages of non-trivial **phonetic** transcription e.g. English or French, end unit does not do the processing or storage for e.g. large reference library as centralized library is...

...Drawing shows diagram of the **speaker independent speech recognition** system...

...ISDN **telephone** (T...
 ...GSM mobile **phone** (MS...

... **Telephone** network/mobile network (TN, GSM
 Title Terms: **SPEAKER** ;

9/3,K/4 (Item 4 from file: 350)
 DIALOG(R)File 350:Derwent WPIX
 (c) 2004 Thomson Derwent. All rts. reserv.

015310054 **Image available**
 WPI Acc No: 2003-370988/200335
 XRPX Acc No: N03-295865

Audio information provision method in telecommunication system, involves presenting speech foreground prompt verbally or visually to indicate user about available options

Patent Assignee: ENTERPRISE INTEGRATION GROUP INC (INTE-N)

Inventor: BALENTINE B; MUNROE J; STRINGHAM R

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030016793	A1	20030123	US 2001908377	A	20010718	200335 B

Priority Applications (No Type Date): US 2001908377 A 20010718

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20030016793	A1	18	H04M-011/00	

Audio information provision method in telecommunication system, involves presenting speech foreground prompt verbally or visually to indicate user about available options

Abstract (Basic):

... The **dual tone multi - frequency (DTMF)** foreground prompt, **speech** foreground prompt indicating the available options are presented to user, in two different modes. The modes differ in the recorded **voice**, volume, inflection, tone or pace. The prompts are presented **verbally** or visually.

... For interactive **voice response (IVR)** system used in **telecommunication** system and also for **voice** portals, **speech** -enhanced service such as **voice** mail, personal assistant application, **speech** interface with electronic devices such as domestic appliance, office equipment, vehicle mounted equipment. Also for providing information over loudspeaker in public place, etc...

...Allows user to **identify** the available **options** easily and efficiently
 ...

...The figure shows the flow diagram illustrating the presentation of menu **verbally** to user...

...Title Terms: **TELECOMMUNICATION** ;

9/3,K/5 (Item 5 from file: 350)
DIALOG(R) File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

014094075 **Image available**
WPI Acc No: 2001-578289/200165
XRPX Acc No: N01-430205

Interfacing voice activated vehicular telephone system for cellular
phone involves monitoring operation to user keys on external control
unit to play voice prompts for requesting telephone number and name

Patent Assignee: OKI TELECOM INC (OKID)

Inventor: BARBER C J

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6198947	B1	20010306	US 9612428	A	19960228	200165 B
			US 96613633	A	19960309	

Priority Applications (No Type Date): US 9612428 P 19960228; US 96613633 A
19960309

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 6198947	B1	46	H04B-001/38	Provisional application US 9612428

Interfacing voice activated vehicular telephone system for cellular
phone involves monitoring operation to user keys on external control
unit to play voice prompts for requesting telephone number and name

Abstract (Basic):

... The method involves monitoring a first user key on an external
control unit (ECU) (26) to detect user operation. A voice prompt
requesting a user to enter a telephone number to be dialed is played
when user operation is detected. The voice prompt requesting the
user to speak a name associated to the dialed telephone number is
played responsive to the user operation to a second user key.

... a) a voice activated vehicular telephone system...

...For analog and digital cellular telephones and personal communication
system devices...

...Enables to access similar call processing functions quickly and
conveniently by manual operation using an ECU. Improves voice
recognition capabilities of the voice adaptor and allows ECU to
effectively harness the extensive power while requiring less amount of
vehicle space. Enables to operate audio response system e.g. voice
mail without using a key - pad. Performs high-speed dialing of the
telephone number...

...The figure is a block diagram representation of a vehicular telephone
system...

...Title Terms: VOICE ;

9/3,K/6 (Item 6 from file: 350)
DIALOG(R) File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

014072286 **Image available**
WPI Acc No: 2001-556499/200162

XRPX Acc No: N01-413478

Identifier recognizing method for touchtone telephones , reduces set of option identifiers to set of candidate identifiers based on reference identifiers and selecting candidate identifier matching input identifier

Patent Assignee: AT & T CORP (AMTT)

Inventor: GOLDBERG R G

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6223158	B1	20010424	US 9818449	A	19980204	200162 B

Priority Applications (No Type Date): US 9818449 A 19980204

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6223158	B1		23	G10L-015/14	

Identifier recognizing method for touchtone telephones , reduces set of option identifiers to set of candidate identifiers based on reference identifiers and selecting candidate identifier matching input identifier

Abstract (Basic):

... New identifiers are generated and arranged as a set of **option identifiers** with different characters which are determined based on recognized identifier and confusion sets. The confusion set includes different character collection. The set of **option identifier** are reduced to set of candidate identifiers on the basis of reference identifiers. A candidate identifier that matches the input identifier is selected.

... For recognizing an identifier entered into a system such as **speech recognition system, touch tone telephones** by the user in banks, department stores...

...Title Terms: **TELEPHONE** ;

9/3,K/7 (Item 7 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014037482 **Image available**

WPI Acc No: 2001-521695/200157

XRPX Acc No: N01-386613

Audio prompted telecommunication interface device using binary state, time domain multi-selection protocol, has internal pushbutton switch biased between opposite binary states based on single audible prompt of user

Patent Assignee: CURO INTERACTIVE INC (CURO-N); TOUPIN P M (TOUP-I)

Inventor: TOUPIN P M

Number of Countries: 095 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200130047	A2	20010426	WO 2000CA1186	A	20001013	200157 B
AU 200077661	A	20010430	AU 200077661	A	20001013	200157
CA 2321014	A1	20010420	CA 2321014	A	20000927	200157
EP 1222795	A2	20020717	EP 2000967471	A	20001013	200254
			WO 2000CA1186	A	20001013	
US 20030017847	A1	20030123	US 99160637	P	19991020	200310
			US 2000686854	A	20001012	
			US 2002246715	A	20020919	

Priority Applications (No Type Date): US 99160637 P 19991020; US 2000686854
A 20001012; US 2002246715 A 20020919

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200130047 A2 E 63 H04M-001/00

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP
KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT
RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW

AU 200077661 A H04M-001/00 Based on patent WO 200130047

CA 2321014 A1 E H04L-029/10

EP 1222795 A2 E H04M-001/247 Based on patent WO 200130047

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
LI LT LU LV MC MK NL PT RO SE SI

US 20030017847 A1 H04B-007/00 Provisional application US 99160637

CIP of application US 2000686854

Audio prompted telecommunication interface device using binary state,
time domain multi-selection protocol, has internal pushbutton switch
biased between opposite binary states based on single audible prompt of
...

Abstract (Basic):

... switch (112) in a plush toy (114) is biased between opposite
binary states according to single audible prompt of user (102). A
processor executes a **telecommunication** action according to an
instruction set of memory, by correlating the response of prompt with
corresponding single time domain timed by timer.

... response to single audible prompt with a corresponding single
time domain within a sequential time domain series timed by timer. The
processor then executes a **telecommunication** action, based on
telecommunication transceiver and the instruction set stored in
memory. The processor, timer, microphone, power supply, memory and
transceiver are all hidden inside the toy such that external appearance
of toy is not altered. An INDEPENDENT CLAIM is also included for audio
prompted **telecommunication** device interfacing method...

...For personal communication devices. Also for electronic consumer
products such as **voice recognition** systems, graphic touch panels
and intelligent **keypads** .
...

...By using push button switch, one of the multiple **options** are **selected**
and the acceptance or objection is indicated by the presence of one or
other of the two possible binary states. Therefore, the interface is
thus well adapted for use by child, visually impaired person, or people
driving automobiles etc, since the user is not required to look at the
telecommunication device during operation. Eliminates the need for
displaying and interpretation of visual symbols on buttons or graphics
on displays and also eliminates components such as **keypad** in the
wireless **telephone** industry. Safer to use, since the user's finger
maintains close proximity, while making selection...

...The figure shows the side elevation view of companion **telecommunicator**
clipped onto child's clothing

...Title Terms: **TELECOMMUNICATION** ;

9/3,K/8 (Item 8 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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013406437 **Image available**
WPI Acc No: 2000-578375/200054
XRPX Acc No: N00-427925

Computerized voice response system for use in telecommunication field, includes interface which receives DTMF or other audio tones from response host and digitizes signal for display on user computer

Patent Assignee: NCR CORP (NATC)

Inventor: WATSON G E

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6091805	A	20000718	US 95498559	A	19950705	200054 B

Priority Applications (No Type Date): US 95498559 A 19950705

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 6091805	A		17 H04M-011/00	

Computerized voice response system for use in telecommunication field, includes interface which receives DTMF or other audio tones from response host and digitizes signal for display on user computer

Abstract (Basic):

... An interface (18) connects the user telephone (14), user computer (16) and voice response host (12). The interface communicates the signals from the user telephone to the host which responds with audio signals and dual tone multifrequency (DTMF) signals or other audio tones. The interface digitizes the audio output and program in user computer is executed for displaying menus corresponding to the audio.

... a) voice mail response system...

...b) voice response system for restaurant ordering...

...c) voice response system for home banking...

...d) method for providing voice response ;
(...

...e) voice mail response providing method...

...f) voice response method for providing restaurant ordering....

...g) voice response method for home banking system...

...For use in telecommunication for ordering menus such pizza in restaurant, for home banking services...

...As display of menus is provided, selection of menu is made easier by the display of menus, hence system is user friendly...

...The figure shows the block diagram of voice response system...

... Telephone (14

Title Terms: VOICE ;

9/3,K/9 (Item 9 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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013312532 **Image available**
WPI Acc No: 2000-484469/200043
XRPX Acc No: N00-360162

**Interactive messaging has emails spoken to user who can select from
spoken list of responses that generate email replies**

Patent Assignee: SHOUTMAIL.COM (SHOU-N)
Inventor: GUEDALIA D; GUEDALIA J; GUEDALIA J L
Number of Countries: 025 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 999685	A2	20000510	EP 99120999	A	19991105	200043 B

Priority Applications (No Type Date): US 98186620 A 19981106
Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
EP 999685	A2	E	15 H04M-003/493	

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
LI LT LU LV MC MK NL PT RO SE SI

**Interactive messaging has emails spoken to user who can select from
spoken list of responses that generate email replies**

Abstract (Basic):

... an email a user can be informed of its presence. The user (290)
can dial into the system and the email with be converted to **speech**
and sent to the **telephone**. The email can include a list of responses,
or lists can be associated with the sender. The list of possible
responses is **voiced** to the user who uses the **keypad** to select a
response, e.g. reply in defined way by email, fax or **voice**.
... Responding to emails via **voice response** system...

...User receiving email by **telephone** and responding by **keypad** (290...
...Title Terms: **SPEAKER** ;

9/3,K/10 (Item 10 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

013249504 **Image available**
WPI Acc No: 2000-421387/200036
XRPX Acc No: N00-314271

**Automated telephone system of menu -driven system, couples directly
identified caller to preferred application call during receiving next
call from the caller without presenting menu message**

Patent Assignee: INTERVOICE LP (INTE-N)
Inventor: LINDNER R D; POLCYN M J
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6061433	A	20000509	US 95545389	A	19951019	200036 B
			US 97967869	A	19971112	

Priority Applications (No Type Date): US 95545389 A 19951019; US 97967869 A
19971112

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6061433	A		9	H04M-011/00	Cont of application US 95545389

Automated telephone system of menu -driven system, couples directly identified caller to preferred application call during receiving next call from the caller without presenting menu message

Abstract (Basic):

... A statistical engine coupled to telephone system, monitors received selection of identified callers by DTMF input. At least one preferred application of N calls of callers is determined using data collected by the statistical engine. An identified caller is coupled...

... The DTMF input includes account and pin numbers. Identifier decodes ANI/DNIS data received from telephone networks...

...For menu driven system, interactive response system such as voice response , goods financial transaction...

...The figure shows flow diagram of interactive voice response and server...

...Title Terms: TELEPHONE ;

9/3,K/11 (Item 11 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

013194367 **Image available**

WPI Acc No: 2000-366240/200032

XRPX Acc No: N00-274000

Method and system for creating an automated voice response menus for telecommunications services, can be configured by the user by recording a number messages

Patent Assignee: BELL SOUTH INTELLECTUAL PROPERTY CORP (BELL-N)

Inventor: MALIK D W

Number of Countries: 003 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
CA 2279045	A1	20000131	CA 2279045	A	19990728	200032 B
MX 9907053	A1	20000901	MX 997053	A	19990729	200139
US 6463130	B1	20021008	US 98127413	A	19980731	200269
US 20040032934	A1	20040219	US 98127413	A	19980731	200414
			US 2002178335	A	20020624	

Priority Applications (No Type Date): US 98127413 A 19980731; US 2002178335 A 20020624

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
CA 2279045	A1	E	33	H04M-003/42	
MX 9907053	A1			H04M-003/44	
US 6463130	B1			H04M-003/42	
US 20040032934	A1			H04M-011/00	Cont of application US 98127413 Cont of patent US 6463130

Method and system for creating an automated voice response menus for telecommunications services, can be configured by the user by recording a number messages

Abstract (Basic):

... The method for creating an automated **voice response** menu that presents options to a user for completing a task related to the configuration or use of a **telecommunications** service and allows the user to configure or use the **telecommunications** service by dialing digits on a **keypad**, the method comprises of the steps of storing a number of pre-recorded messages. Creating a task for a menu to be presented to the...

... An **INDEPENDENT** claim is also provided for a system for creating an automated **voice response** menus for **telecommunications** services

... The method and apparatus for creating an automated **voice response** menus for wireless and PSTN **telecommunications** services. The method and system are used to direct a user through a menu of options for an advanced **telecommunications** service...

... The subscriber is navigated through a **telecommunications** service menu in a more direct and efficient manner than other systems. The **menu** prevents the user from **selecting** an **option** unrelated to the task...

... The diagram shows a **telephone** network for offering a temporary advanced **telecommunications** service...

... Title Terms: **VOICE** ;

9/3,K/12 (Item 12 from file: 350)
 DIALOG(R)File 350:Derwent WPIX
 (c) 2004 Thomson Derwent. All rts. reserv.

012753787 **Image available**
 WPI Acc No: 1999-559904/199947
 XRPX Acc No: N99-413500

User customizable script-based DTMF information retrieval method used in interactive voice response services

Patent Assignee: AST RES INC (ASTR-N)

Inventor: WOLF R J

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5946377	A	19990831	US 95541434	A	19951010	199947 B

Priority Applications (No Type Date): US 95541434 A 19951010

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 5946377	A	16	H04M-003/42	

User customizable script-based DTMF information retrieval method used in interactive voice response services

Abstract (Basic):

... An user written script comprising message record, dial service record and **telephone** function specifying record (206) is created after creating an account definition comprising account name account ID and account password. The **telephone** function specifying record is then executed followed by adding records to the script.

... A definition of remote **IVR** service comprising service name, **telephone** number and service icon is created before creating an accounts definition. A service icon (204) and user written script which comprises **telephone** function specifying record (206) that includes send text records, are displayed in two display panes (202A, 202B)

respectively enabling addition, edition and deletion of records. An INDEPENDENT CLAIM is also included for computer program stored on computer readable medium for implementing an automated system of information retrieval from IVR services...

...Used in IVR services such as order status inquiry, customer service, banking and financial transactions voice mail and other applications ...

...The user written script provides a way for users to easily and conveniently navigate to one or more IVR systems without having to remember a series of menu selections, account number and passwords and manually entering DTMF keystrokes. The send text record allows certain alphanumeric information to be entered via normal keyboard techniques rather than as a sequence of DTMF keys...

...The figure shows the main screen of the user interface of the IVR system...

... Telephone function specifying record (206
...Title Terms: DTMF ;

9/3,K/13 (Item 13 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

012263869 **Image available**
WPI Acc No: 1999-069975/199906
XRPX Acc No: N99-051269

Control method of IVR system used in customer premises equipment e.g. telephone - includes graphically navigating through GUI of terminal equipment to select command for list of commands displayed

Patent Assignee: LUCENT TECHNOLOGIES INC (LUCE)
Inventor: JOYCE M J; ONG P; OURMAZD A; WARWICK C A
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5850429	A	19981215	US 96762019	A	19961211	199906 B

Priority Applications (No Type Date): US 96762019 A 19961211
Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 5850429	A		H04M-003/42	

Control method of IVR system used in customer premises equipment e.g. telephone - ...
...includes graphically navigating through GUI of terminal equipment to select command for list of commands displayed

...Abstract (Basic): The method involves displaying several commands for controlling an IVR system using a GUI, based on totally stored information relating to command menu for the IVR .

...A command including voice based information, is selected from the list of commands. Command sequence having atleast single DTMF tone, relating to received voice based information...

...USE - For telecommunications .

...
...ADVANTAGE - Applies to non-hierarchical command menus. Enables user to navigate through command menu of IVR system, when ADSI telephone or ADSI compatible IVR system is not available
...Title Terms: TELEPHONE ;

9/3,K/14 (Item 14 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

011716067 **Image available**
WPI Acc No: 1998-132977/199813
XRPX Acc No: N98-105094

Touch tone buttons sequence invoking desired action short- cut
sequence substituting - determining if any one of number of actions has
accumulated count greater than accumulated count of shortcut action
Patent Assignee: AT & T CORP (AMTT); AMERICAN TELEPHONE & TELEGRAPH CO
(AMTT)

Inventor: KESHAV S
Number of Countries: 026 Number of Patents: 005
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 827320	A2	19980304	EP 97305579	A	19970724	199813 B
JP 10126509	A	19980515	JP 97225444	A	19970822	199830
CA 2210834	A	19980222	CA 2210834	A	19970717	199831
US 5864605	A	19990126	US 96701601	A	19960822	199911
CA 2210834	C	20000418	CA 2210834	A	19970717	200036

Priority Applications (No Type Date): US 96701601 A 19960822
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 827320	A2	E	23	H04M-003/50	
Designated States (Regional): AL AT BE CH DE DK ES FI FR GB GR IE IT LI LT LU LV MC NL PT RO SE SI					
JP 10126509	A		16	H04M-003/50	
CA 2210834	A			H04M-003/42	
US 5864605	A			H04M-001/64	
CA 2210834	C	E		H04M-003/42	

Touch tone buttons sequence invoking desired action short- cut
sequence substituting...

...Abstract (Basic): The method involves designating a shortcut message in a voice menu that prompts a caller to select a shortcut button to achieve a shortcut action. Counts related to frequencies of occurrence of a number of actions prompted by the voice menu are accumulated. Each of the number of actions is associated with a corresponding message in the voice menu that prompts a caller to select a button to achieve the action ranking the number of actions by their respective accumulated counts...

...an accumulated count of the shortcut action. One of the actions and a corresponding message for the shortcut action and the shortcut message in the voice menu are then substituted...

...USE - In voice response sub-system with optimising function in telecommunication network...

...ADVANTAGE - Allows adaptively reconfiguring voice menu so that popular sequences of touch tone buttons used by many callers can be reconfigured into single shortcut button to obtain desired action or attendant service...

9/3,K/15 (Item 15 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

010457512 **Image available**
WPI Acc No: 1995-358831/199546
XRPX Acc No: N95-266644

Interactive voice response system for banking system - has prompt system that supplies information to user, requests data from user and presents user with number of selectable options

Patent Assignee: CITIBANK NA (CITI-N)
Inventor: PORTER D L; WEISS L D; PORTER D
Number of Countries: 059 Number of Patents: 005
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9527360	A1	19951012	WO 95US3986	A	19950331	199546 B
AU 9522754	A	19951023	AU 9522754	A	19950331	199605
US 5825856	A	19981020	US 94220863	A	19940331	199849
			US 94322619	A	19941013	
			US 96618723	A	19960320	
US 6154527	A	20001128	US 94220863	A	19940331	200063
			US 94322619	A	19941013	
			US 96618723	A	19960320	
			US 98173751	A	19981016	
US 6411686	B1	20020625	US 94220863	A	19940331	200246
			US 94322619	A	19941013	
			US 96618723	A	19960320	
			US 98173751	A	19981016	
			US 2000722113	A	20001127	

Priority Applications (No Type Date): US 94322619 A 19941013; US 94220863 A 19940331; US 96618723 A 19960320; US 98173751 A 19981016; US 2000722113 A 20001127

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9527360	A1	112		H04M-001/64	
Designated States (National): AM AT AU BB BG BR BY CA CH CN CZ DE DK ES FI GB GE HU JP KE KG KP KR KZ LK LT LU LV MD MG MN MW MX NL NO NZ PL PT RO RU SD SE SI SK TJ TT UA UZ VN					
Designated States (Regional): AT BE CH DE DK ES FR GB GR IE IT KE LU MC MW NL OA PT SD SE SZ UG					
AU 9522754	A			H04M-001/64	Based on patent WO 9527360
US 5825856	A			H04M-001/64	CIP of application US 94220863 Cont of application US 94322619
US 6154527	A			H04M-001/66	CIP of application US 94220863 Cont of application US 94322619 Cont of application US 96618723 Cont of patent US 5825856
US 6411686	B1			H04M-001/66	CIP of application US 94220863 Cont of application US 94322619 Cont of application US 96618723 Cont of application US 98173751 Cont of patent US 5825856 Cont of patent US 6154527

Interactive voice response system for banking system...

...has prompt system that supplies information to user, requests data from user and presents user with number of selectable options

...Abstract (Basic): The system (170) provides voice prompts that supply information to a user, request data from the user (209), and present the user with a number of selectable options (700,701,702). The user can first select using touch - tone telephone, one or more options by providing one or more letters of the alphabet corresponding to the selectable options (682...

...If the letter or letters that are provided correspond to more than one selectable option (698), the user further selects one of the options from among the selectable options (699) corresponding to the one or more letters...

...USE/ADVANTAGE - For bill payment. In banking systems. The voice prompts can be in any language and the system can be accessed via a conventional commercial telephone network. Increases functionality without increasing difficulty of use of system...

...Title Terms: VOICE ;

?

13/3,K/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

011634462 **Image available**
WPI Acc No: 1998-051590/199805
Related WPI Acc No: 1994-366176; 1996-221353
XRPX Acc No: N98-040979

Portable data collection terminal - with voice prompts activated when
data entered from key pad or bar code scanner and voice
recognition circuit for input

Patent Assignee: WORTHINGTON DATA SOLUTIONS (WORT-N)
Inventor: LUZOVICH S A; WORTHINGTON H V; WORTHINGTON M W
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5698834	A	19971216	US 9332039	A	19930316	199805 B
			US 93149881	A	19931110	
			US 95486030	A	19950607	

Priority Applications (No Type Date): US 95486030 A 19950607; US 9332039 A
19930316; US 93149881 A 19931110

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5698834	A		27	G06K-007/10	CIP of application US 9332039
					CIP of application US 93149881
					CIP of patent US 5365050
					CIP of patent US 5510606

... with voice prompts activated when data entered from key pad or bar
code scanner and voice recognition circuit for input

...Abstract (Basic): is connected to a decoder computer. The terminal
decoder computer includes a CPU, volatile read/write memory and
programmable non-volatile program memory which stores voice
recognition vocabularies. The decoder computer runs a program to
display messages on the terminal display (303) and prompts the user
using the voice prompt circuit. Input mode is selectable for
keypad (302), bar code scanner (304) or voice command input (307...

...The decoder computer processes the signal from the keypad or bar code
scanner. The voice recognition circuit processes the voice
command. After a scanned bar code is decoded the decoder computer
automatically activates the voice prompt circuit to retrieve and play
oral messages. The voice recognition circuit is activated
automatically for a time period after completion of the voice prompt
for voice entry of data. While data is collected the user...

...USE - For supplementary data entry, data entry without using keypad or
bar code so freeing user's hands...

?

17/3,K/1 (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 2004 JPO & JAPIO. All rts. reserv.

04508851 **Image available**
SERVICE SELECTING SYSTEM IN BUSY AND NO ANSWER

PUB. NO.: 06-152751 [JP 6152751 A]
PUBLISHED: May 31, 1994 (19940531)
INVENTOR(s): ITSUSAI KIYOUKO
MINAMI KOJI
SOMEYA TETSUO
APPLICANT(s): NIPPON TELEGR & TELEPH CORP <NTT> [000422] (A Japanese
Company or Corporation), JP (Japan)
APPL. NO.: 04-303599 [JP 92303599]
FILED: November 13, 1992 (19921113)
JOURNAL: Section: E, Section No. 1599, Vol. 18, No. 467, Pg. 127,
August 30, 1994 (19940830)

ABSTRACT

... telephone terminal 7 is connected to a voice answer part 9. The voice answer part 9 answers a response message recorded in advance and a **selectable service menu** in a **voice**. In the caller's telephone terminal 7, the service desired by the caller is selected by a **touch - tone** signal or a voice, etc. A service control part 8 instructs to execute the service to the exchange control part 10 or a voice accumulating ...

17/3,K/2 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

014433571 **Image available**
WPI Acc No: 2002-254274/200230
Related WPI Acc No: 2000-115445
XRPX Acc No: N02-196366

Character prediction and text entry method using telephone keypad , involves determining probability of each context n-gram sequence and providing highest probability sequence to user as voice prompt

Patent Assignee: AMERITECH CORP (AMER-N)
Inventor: CONNOLLY D; LUNDY D H
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6346894	B1	20020212	US 97806724	A	19970227	200230 B
			US 99414303	A	19991006	

Priority Applications (No Type Date): US 97806724 A 19970227; US 99414303 A 19991006

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 6346894	B1	23	H03K-017/94	Cont of application US 97806724 Cont of patent US 6005495

Character prediction and text entry method using telephone keypad , involves determining probability of each context n-gram sequence and providing highest probability sequence to user as voice prompt

Abstract (Basic):

... selected by a user, is created. The probability of each sequence is determined and the highest probability sequence is provided to the user as a voice prompt. If the selected n-gram has the user desired character, the sequence is confirmed otherwise a cycle key is operated to output other n-gram sequences until the...

... For intelligent text entry on numeric keypads such as telephone touch tone keypads in standard telephone, alpha-numeric pagers...

17/3,K/3 (Item 2 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

013410884 **Image available**
WPI Acc No: 2000-582822/200055
XRPX Acc No: N00-431518

Call recorder and reproducer of telephone circuit, includes controller which is controlled, so as to choose conformed DTMF code from recorder, based on detected conditions and to reproduce required aural data

Patent Assignee: DENON CO LTD (NPCO)
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2000232534	A	20000822	JP 9930820	A	19990209	200055 B

Priority Applications (No Type Date): JP 9930820 A 19990209

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2000232534	A		9 H04M-011/10	

Call recorder and reproducer of telephone circuit, includes controller which is controlled, so as to choose conformed DTMF code from recorder, based on detected conditions and to reproduce required aural data

Abstract (Basic):

... The aural compression zone (102) compresses the input audio signal and DTMF code detection comparators (202-205) compare detection condition of DTMF code and output from detector (103). The controller is controlled, so as to choose the conformed DTMF code from the recorded data, based on detection conditions and to reproduce required aural data from the recorder.

... The recorder and reproducer records and reproduces DTMF code output from aural data. The search condition setter sets up search conditions of aural data which is recorded by recorder...

...The vocal data and the index data of the call is detected or searched correctly. Any variety of call and the content of the call is judged simply from the searched call list...

... DTMF code detection comparators (202-205
...Title Terms: DTMF ;

17/3,K/4 (Item 3 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

012933927 **Image available**
WPI Acc No: 2000-105774/200009
XRPX Acc No: N00-081252

Audio clip regenerator for set top terminal of cable or satellite TV system

Patent Assignee: GEN INSTR CORP (GENN); WALSH R T (WALS-I)

Inventor: WALSH R T

Number of Countries: 085 Number of Patents: 008

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9963754	A1	19991209	WO 99US9329	A	19990430	200009 B
AU 9936708	A	19991220	AU 9936708	A	19990430	200021
EP 1084572	A1	20010321	EP 99918901	A	19990430	200117
			WO 99US9329	A	19990430	
BR 9910923	A	20010306	BR 9910923	A	19990430	200118
			WO 99US9392	A	19990430	
CN 1311953	A	20010905	CN 99809189	A	19990430	200201
MX 2000011882	A1	20010801	MX 200011882	A	20001130	200238
JP 2002517847	W	20020618	WO 99US9329	A	19990430	200242
			JP 2000552847	A	19990430	
US 20030120368	A1	20030626	US 9888493	A	19980602	200343
			US 2003357584	A	20030203	

Priority Applications (No Type Date): US 9888493 A 19980602; US 2003357584 A 20030203

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 9963754 A1 E 16 H04N-005/445

Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ UG ZW

AU 9936708 A H04N-005/445 Based on patent WO 9963754

EP 1084572 A1 E H04N-005/445 Based on patent WO 9963754

Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE

BR 9910923 A H04N-005/445 Based on patent WO 9963754

CN 1311953 A H04N-005/445

MX 2000011882 A1 H04N-005/445

JP 2002517847 W 17 G06F-003/02 Based on patent WO 9963754

US 20030120368 A1 G06F-017/00 Div ex application US 9888493

Abstract (Basic):

... The processor (101) reads the data from the memory (102) based on signal received through the keypad (103). The optical control signal is received by a photodetector (106). The audio data is regenerated by the processor through the speaker (104).

... Facilitates easy operation of keypad of set top terminal. Enables generation of audio data like greeting. Enables display of menu to facilitate user to select desired sound. Enables regeneration of sound from compact disk (CD) by connecting with CD player...

... Keypad (103)

17/3,K/5 (Item 4 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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011512086 **Image available**

WPI Acc No: 1997-490001/199745

XRPX Acc No: N97-408131

Area code data store for telecommunication network - has service centre which is dialled and destination number entered to receive voice messages on location and charge rates

Patent Assignee: BRITISH TELECOM PLC (BRTE)

Inventor: GARDNER D S; MORLEY M C; STURGESS I C C; STURGESS I C

Number of Countries: 077 Number of Patents: 006

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9736432	A1	19971002	WO 97GB751	A	19970318	199745 B
AU 9720344	A	19971017	AU 9720344	A	19970318	199807
EP 951786	A1	19991027	EP 97908363	A	19970318	199950
			WO 97GB751	A	19970318	
AU 711996	B	19991028	AU 9720344	A	19970318	200005
JP 2000507419	W	20000613	JP 97534109	A	19970318	200035
			WO 97GB751	A	19970318	
US 6332019	B1	20011218	US 96680922	A	19960716	200205
			WO 97GB751	A	19970318	
			US 9843501	A	19980324	

Priority Applications (No Type Date): EP 96302112 A 19960327

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 9736432 A1 E 19 H04Q-003/00

Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH HU IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK TJ TM TR TT UA UG US UZ VN YU

Designated States (Regional): AT BE CH DE DK EA ES FI FR GB GH GR IE IT KE LS LU MC MW NL OA PT SD SE SZ UG

AU 9720344 A Based on patent WO 9736432

EP 951786 A1 E Based on patent WO 9736432

Designated States (Regional): BE CH DE FR GB IE IT LI NL SE

AU 711996 B Previous Publ. patent AU 9720344

Based on patent WO 9736432

JP 2000507419 W 21 H04M-003/42 Based on patent WO 9736432

US 6332019 B1 H04M-001/64 CIP of application US 96680922

Based on patent WO 9736432

...Abstract (Basic): associated with dialling codes. If a customer requires to identify to where a dialled code relates, a service access code is dialled. A series of voice prompts encourages entry of digits which identify areas. Voice announcement peripherals decode data to area name and if further details are available to provide more specific geographical location indicated as town name...

...Title Terms: DTMF

17/3,K/6 (Item 5 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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011133597 **Image available**

WPI Acc No: 1997-111521/199711

XRPX Acc No: N97-092278

Information distribution to voice servers via local telephone network - determining geographical location of user by position of calling telephone and transmitting relevant information for that location, with output in audio form

Patent Assignee: GAGNOULET C (GAGN-I); MORIN F (MORI-I); SORIN C (SORI-I)

Inventor: GAGNOULET C; MORIN F; SORIN C

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
FR 2736234	A1	19970103	FR 957944	A	19950630	199711 B

Priority Applications (No Type Date): FR 957944 A 19950630

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
FR 2736234	A1		15	H04M-003/50	

...Abstract (Basic): A **vocal menu** system allows **selection** of a specific heading, with information concerning the vocal menu displayed on the telephone **keypad**. The telephone used can be a callpoint radiotelephone operating at short distance from the base unit e.g. 200 metres...

17/3,K/7 (Item 6 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

011034444 **Image available**

WPI Acc No: 1997-012368/199701

XRPX Acc No: N97-010703

Telephony based voice greetings card sending method - using telephone to enable caller to select type of voice greeting from menu and supply recipient, and billing details before automatically delivering greeting on specified date and at specified time

Patent Assignee: NORTEL NETWORKS CORP (NELE); NORTHERN TELECOM LTD (NELE)

Inventor: BRETT M E; DE SILVA S S; LOVE W G; NAKATSU K T; WU J; NAKATSU K

Number of Countries: 020 Number of Patents: 006

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9637067	A1	19961121	WO 96CA227	A	19960410	199701 B
EP 829158	A1	19980318	EP 96908968	A	19960410	199815
			WO 96CA227	A	19960410	
JP 10506772	W	19980630	JP 96534410	A	19960410	199836
			WO 96CA227	A	19960410	
US 5787151	A	19980728	US 95443495	A	19950518	199837
			US 96632597	A	19960415	
JP 3101767	B2	20001023	JP 96534410	A	19960410	200056
			WO 96CA227	A	19960410	
CA 2220945	C	20001024	CA 2220945	A	19960410	200059
			WO 96CA227	A	19960410	

Priority Applications (No Type Date): US 95443495 A 19950518; US 96632597 A 19960415

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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WO 9637067	A1	E	47	H04M-003/50	
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Designated States (National): CA JP

Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE

EP 829158	A1	E		H04M-003/50	Based on patent WO 9637067
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Designated States (Regional): DE FR GB

JP 10506772	W		57	H04M-003/50	Based on patent WO 9637067
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US 5787151	A			H04M-003/00	Cont of application US 95443495
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JP 3101767	B2		25	H04M-003/533	Previous Publ. patent JP 10506772
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Based on patent WO 9637067

CA 2220945	C	E		H04M-003/50	Based on patent WO 9637067
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... using telephone to enable caller to select type of voice greeting from menu and supply recipient, and billing details before automatically delivering greeting on specified date and at specified time

...Abstract (Basic): The caller defines the type of message and the caller and recipient details using voice responses/ keypad entries. The caller also specifies the date and time of delivery and the method of payment e.g. regular billing, credit card or calling card...

?

21/3,K/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

015570679

WPI Acc No: 2003-632836/200360

**Method for setting automatic response message for providing various
response messages according to callers in mobile communication terminal
and method for providing automatic response message**

Patent Assignee: SK TELETEC CO LTD (SKTE-N)

Inventor: KIM C S

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2003000637	A	20030106	KR 200136677	A	20010626	200360 B

Priority Applications (No Type Date): KR 200136677 A 20010626

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
KR 2003000637	A		1 H04M-001/64	

Abstract (Basic):

... belong in the next path of the 'automatic response function'
item on an LCD (S304). If the user pushes a key and selects a 'guidance
voice selection ' item among the displayed menu items, the mobile
communication terminal displays lower menu items which belong in the
next path of the 'guidance voice selection' item (S305). If the user...
International Patent Class (Main): **H04M-001/64**

21/3,K/2 (Item 2 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

015478297 **Image available**

WPI Acc No: 2003-540444/200351

XRFX Acc No: N03-428642

**Automatic call handling system matches voice of caller with prestored
voice prints, to obtain voice identification index using which
associated user profile is accessed**

Patent Assignee: MITEL KNOWLEDGE CORP (MTLC)

Inventor: HORVATH S; KASVAND T

Number of Countries: 003 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030048880	A1	20030313	US 2002236810	A	20020906	200351 B
CA 2401250	A1	20030312	CA 2401250	A	20020904	200353
GB 2379830	A	20030319	GB 200122079	A	20010912	200353

Priority Applications (No Type Date): GB 200122079 A 20010912

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20030048880	A1		6 H04M-001/64	
CA 2401250	A1 E		H04M-003/50	
GB 2379830	A		H04M-003/436	

**Automatic call handling system matches voice of caller with prestored
voice prints, to obtain voice identification index using which
associated user profile is accessed**

International Patent Class (Main): **H04M-001/64** ...

21/3,K/3 (Item 3 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2004 Thomson Derwent. All rts. reserv.

015355070 **Image available**
WPI Acc No: 2003-416008/200339
XRPX Acc No: N03-331517

Telephony system for transmitting customized message to unavailable
telephony subscriber, routes telephone call from telecommunication switch
to voice mail device, to make originator select option for
transmitting voice message

Patent Assignee: NORTEL NETWORKS LTD (NELE)
Inventor: DESOTO S A; PRICE P L; SKINNER F E
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6529737	B1	20030304	US 99259458	A	19990301	200339 B

Priority Applications (No Type Date): US 99259458 A 19990301
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6529737	B1		12	H04Q-007/20	

Telephony system for transmitting customized message to unavailable
telephony subscriber, routes telephone call from telecommunication switch
to voice mail device, to make originator select option for
transmitting voice message

International Patent Class (Additional): H04M-001/64 ...

21/3,K/4 (Item 4 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014335682 **Image available**
WPI Acc No: 2002-156385/200221
XRPX Acc No: N02-119000

Automated voice-mail system for corporate workplaces, has voice mail
processor to index transcribed voice-mail messages from automatic speech
recognition unit, and to identify selected information from indexed
messages

Patent Assignee: AT & T CORP (AMTT); HIRSCHBERG J (HIRS-I); WHITTAKER S
(WHIT-I)

Inventor: HIRSCHBERG J; WHITTAKER S; HIRSCHBERG J
Number of Countries: 027 Number of Patents: 004
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 1109390	A2	20010620	EP 2000309172	A	20001018	200221 B
CA 2323538	A1	20010608	CA 2323538	A	20001018	200221
CA 2416601	A1	20010608	CA 2323538	A	20001018	200325
			CA 2416601	A	20001018	
US 20030128820	A1	20030710	US 99457189	A	19991208	200347
			US 2003361893	A	20030210	

Priority Applications (No Type Date): US 99457189 A 19991208; US 2003361893
A 20030210

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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EP 1109390 A2 E 12 H04M-003/533
Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
LI LT LU LV MC MK NL PT RO SE SI
CA 2323538 A1 E H04M-003/533
CA 2416601 A1 E H04M-003/533 Div ex application CA 2323538
US 20030128820 A1 H04M-011/00 Cont of application US 99457189

Abstract (Basic):

... Automatic speech recognition (ASR) unit of voice-mail processor
(30) transcribes voice-mail messages into text, which are then indexed
. An information extraction component identifies the selected
information from the indexed voice -mail messages. The user
interface is provided on a telephone (40) or a computer (50) for
displaying the identified selected information from indexed
voice -mail messages.

...International Patent Class (Additional): H04M-001/64

21/3,K/5 (Item 5 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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013001609 **Image available**
WPI Acc No: 2000-173461/200016
XRPX Acc No: N00-129157

Text-enhanced voice menu system for enhanced telephone connected via
telephone network comprises stored audio information producing text
version of voice menu uses voice communication path to create voice menu
from audio information

Patent Assignee: SIEMENS INFORMATION & COMMUNICATIONS NET (SIEI)

Inventor: HILLIER C

Number of Countries: 026 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 981236	A1	20000223	EP 99112084	A	19990623	200016 B
US 6493428	B1	20021210	US 98136210	A	19980818	200301

Priority Applications (No Type Date): US 98136210 A 19980818

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

EP 981236 A1 E 16 H04M-003/493

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
LI LT LU LV MC MK NL PT RO SE SI

US 6493428 B1 H04M-001/64

Abstract (Basic):

... telephone network, sends a query to a calling entity and selects
the text menu based on the reception of text enhanced confirmation and
the logic selects the voice menu when no text enhanced
confirmation is received.

International Patent Class (Main): H04M-001/64 ...

21/3,K/6 (Item 6 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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012934905 **Image available**
WPI Acc No: 2000-106752/200010
XRPX Acc No: N00-082097

**Speech recognition method for recognizing first caller identifier
received during telephone call**

Patent Assignee: AT & T CORP (AMTT)

Inventor: GOLDBERG R G; WEBER R P

Number of Countries: 002 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
CA 2266112	A1	19991007	CA 2266112	A	19990318	200010 B
US 6223156	B1	20010424	US 9856172	A	19980407	200125
CA 2266112	C	20021008	CA 2266112	A	19990318	200273

Priority Applications (No Type Date): US 9856172 A 19980407

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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CA 2266112	A1	E	15	G10L-009/08	
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US 6223156	B1			G10L-017/00	
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CA 2266112	C	E		G10L-009/08	
------------	---	---	--	-------------	--

Abstract (Basic):

... The method includes receiving speech signals and location information of the caller and generating a caller identifier choices from speech signal. Caller identifier is indexed to location information in a database, which is queried based on location information to retrieve caller identifiers. The system then selects the recognized identifier from...

International Patent Class (Additional): H04M-001/64 ...

21/3,K/7 (Item 7 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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012339348 **Image available**

WPI Acc No: 1999-145455/199913

XRFX Acc No: N99-105964

Option presentation in computer telephony system

Patent Assignee: MITEL CORP (MTLC)

Inventor: GRAY T A; HARDY M L

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
GB 2329298	A	19990317	GB 9719709	A	19970916	199913 B
CA 2246174	A1	19990316	CA 2246174	A	19980831	199935

Priority Applications (No Type Date): GB 9719709 A 19970916; US 9759095 A 19970916

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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GB 2329298	A		14	H04M-003/50	
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CA 2246174	A1	E		H04M-001/64	
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Abstract (Basic):

... A caller does not have to wait until all options are presented verbally. The caller selects an option from the complete menu without having to navigate the auto-attendant dialogue...

International Patent Class (Main): H04M-001/64 ...

21/3,K/8 (Item 8 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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012263868 **Image available**

WPI Acc No: 1999-069974/199906

XRPX Acc No: N99-051268

Information communication method for voice interactive telephone message management system - involves providing vocal menu with different options selectable by entering corresponding input through telephone, where one option is recorded to help dialog explaining other options

Patent Assignee: DAY R A (DAYR-I)

Inventor: DAY R A

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5850428	A	19981215	US 96682146	A	19960717	199906 B

Priority Applications (No Type Date): US 96682146 A 19960717

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 5850428	A	16	H04M-001/64	

... involves providing vocal menu with different options selectable by entering corresponding input through telephone, where one option is recorded to help dialog explaining other options

....Abstract (Basic): One selected record is accessed by entering a code through a telephone coupled to the message system. The telephone message system provides a vocal menu having different options selectable by entering a corresponding input through the telephone. One option of the vocal menu is recorded to help dialog explaining the other options...

International Patent Class (Main): H04M-001/64

21/3,K/9 (Item 9 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2004 Thomson Derwent. All rts. reserv.

012218843 **Image available**

WPI Acc No: 1999-024949/199902

XRPX Acc No: N99-019117

Voice activated personalised directory e.g. for generating and accessing directory for phone - having identifier database which is constructed based on user's's set up input and contains disparate types of identifiers which all have in common that they are used by user to identify entity during user set up of database

Patent Assignee: HOTAS HOLDINGS LTD (HOTA-N)

Inventor: ETING L; GELFER Y; OTIKER Y

Number of Countries: 082 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9853586	A1	19981126	WO 98IL226	A	19980519	199902 B
AU 9873501	A	19981211	AU 9873501	A	19980519	199917
EP 1002415	A1	20000524	EP 98920726	A	19980519	200030
			WO 98IL226	A	19980519	
US 6163596	A	20001219	US 97862892	A	19970523	200102

Priority Applications (No Type Date): US 97862892 A 19970523

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
WO 9853586	A1	E 35	H04M-001/64	

Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU
CZ DE DK EE ES FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
TR TT UA UG US UZ VN YU ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW

AU 9873501 A H04M-001/64 Based on patent WO 9853586

EP 1002415 A1 E H04M-001/64 Based on patent WO 9853586

Designated States (Regional): BE DE FI FR GB NL SE

US 6163596 A H04M-001/64

...Abstract (Basic): ADVANTAGE - Allows user voice actuated search engine
to employ **voice prompts** when it is unable to **identify** unique
entity based on initial voice input...

International Patent Class (Main): H04M-001/64

21/3,K/10 (Item 10 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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012139923 **Image available**

WPI Acc No: 1998-556835/199847

XRPX Acc No: N98-434090

Selective voice menu system for telephone messaging system - has
menu selector which receives call information from individual users of
user groups and displays multiple menu levels after selectively entering
menu at level discriminated by call information

Patent Assignee: AT & T CORP (AMTT)

Inventor: KAPLAN A E

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5818908	A	19981006	US 96740932	A	19961105	199847 B

Priority Applications (No Type Date): US 96740932 A 19961105

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

US 5818908 A 6 H04M-001/64

Selective voice menu system for telephone messaging system...

International Patent Class (Main): H04M-001/64

21/3,K/11 (Item 11 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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011814152 **Image available**

WPI Acc No: 1998-231062/199820

XRPX Acc No: N98-182914

Voice dialling system for loading text based telephone directories - has
user creating dialling list in personal computer and uploading list to
network unit that selects from list on subsequent voice calls

Patent Assignee: AT & T CORP (AMTT)

Inventor: FURMAN D S; LANNING S G; STERN B J

Number of Countries: 019 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9813992	A1	19980402	WO 97US13636	A	19970804	199820 B

US 6018568 A 20000125 US 96721785 A 19960925 200012

Priority Applications (No Type Date): US 96721785 A 19960925

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 9813992 A1 E 22 H04M-003/44

Designated States (National): CA

Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC

NL PT SE

US 6018568 A H04M-011/00

... has user creating dialling list in personal computer and uploading
list to network unit that selects from list on subsequent voice
calls

...International Patent Class (Additional): H04M-001/64

21/3,K/12 (Item 12 from file: '350)

DIALOG(R)File 350:Derwent WPIX

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009382506 **Image available**

WPI Acc No: 1993-075984/199309

Related WPI Acc No: 1996-058032

XRPX Acc No: N93-058452

Integrated voice and information processing system for telephone based
voice mail - has voice mail system programmed to answer incoming calls
automatically and offers callers different options depending on number
called in on advanced telephone call handling

Patent Assignee: TELE GUIA TALKING YELLOW PAGES INC (TELE-N)

Inventor: GARCIA J E H; RODRIQUEZ C R J

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5187735	A	19930216	US 90517665	A	19900501	199309 B

Priority Applications (No Type Date): US 90517665 A 19900501

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

US 5187735 A 33 H04M-001/64

...Abstract (Basic): receiving and routing incoming telephone calls. A
voice mail device, coupled to the telephone switch, automatically
answers the incoming telephone calls, and selectively provides voice
prompts to such calls connected to it. The voice mail device also
selectively stores signals representing voice information received from
the incoming telephone calls, and at...

?

File 2:INSPEC 1969-2004/May W1
(c) 2004 Institution of Electrical Engineers
File 6:NTIS 1964-2004/May W2
(c) 2004 NTIS, Intl Cpyrght All Rights Res
File 8:EI Compendex(R) 1970-2004/May W1
(c) 2004 Elsevier Eng. Info. Inc.
File 34:SciSearch(R) Cited Ref Sci 1990-2004/May W1
(c) 2004 Inst for Sci Info
File 35:Dissertation Abs Online 1861-2004/Apr
(c) 2004 ProQuest Info&Learning
File 65:Inside Conferences 1993-2004/May W2
(c) 2004 BLDSC all rts. reserv.
File 94:JICST-EPlus 1985-2004/Apr W3
(c) 2004 Japan Science and Tech Corp (JST)
File 95:TEME-Technology & Management 1989-2004/Apr W4
(c) 2004 FIZ TECHNIK
File 99:Wilson Appl. Sci & Tech Abs 1983-2004/Apr
(c) 2004 The HW Wilson Co.
File 144:Pascal 1973-2004/May W1
(c) 2004 INIST/CNRS
File 233:Internet & Personal Comp. Abs. 1981-2003/Sep
(c) 2003 EBSCO Pub.
File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
(c) 1998 Inst for Sci Info
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
(c) 2002 The Gale Group
File 603:Newspaper Abstracts 1984-1988
(c) 2001 ProQuest Info&Learning
File 483:Newspaper Abs Daily 1986-2004/May 10
(c) 2004 ProQuest Info&Learning

Set	Items	Description
S1	67935	IVR OR VRU OR (SPEECH OR VOICE) (3N) (RECOGNITION OR RESPONSE)
S2	4975	DTMF OR DUAL()TONE() (MULTI()FREQUENCY OR MULTIFREQUENCY) OR TOUCH()TONE? ? OR KEYPAD? ? OR NUMBERPAD? ? OR DIALPAD? ? OR (KEY OR NUMBER OR DIAL) () (PAD OR PADS)
S3	2500385	VOICE? ? OR SOUND? ? OR ORAL OR ORATION OR ORATORY OR SPEECH OR SPEAK? OR TALK? OR VOCAL? OR SAY OR SAYING OR VERBAL?
S4	1075118	TELECOM? OR TELEPHON? OR PHONE?
S5	90389	(OPTION? ? OR MENU? ? OR VOICE()PROMPT? ? OR CHOICE? ? OR - LIST OR CATALOG?? OR CHECKLIST? OR INDEX?? OR INDICES OR INVENTORY) (5N) (SELECT? OR DETECT? OR FIND OR FINDS OR FINDING OR - CHOOS? OR IDENTIF?)
S6	4510332	REALTIME OR REAL?(W)TIME OR DYNAMIC? OR SPONTANEOUS? OR AUTOMATIC? OR AUTO
S7	381	S1 AND S2 AND S3 AND S4
S8	6	S7 AND S5
S9	6	RD S8 (unique items)
S10	5	S9 NOT PY>2000
S11	42	S1(5N)S3(5N)S5
S12	16	S11 AND S6
S13	12	RD S12 (unique items)
S14	12	S13 NOT (PY>2000 OR S10)
S15	2	S11 AND S2
S16	2	RD S15 (unique items)
S17	0	S16 NOT (S16 OR S10 OR PY>2000)
S18	15	S11 AND S4
S19	12	RD S18 (unique items)
S20	10	S19 NOT (S16 OR S10 OR PY>2000)
S21	489	S3(5N)S5

S22	65	S21 AND S4
S23	5	S22 AND S2
S24	4	RD S23 (unique items)
S25	2	S24 NOT (S16 OR S10 OR S20 OR PY>2000)
S26	1003	AU=(PARTOVI, H? OR PARTOVI H? OR BRATHWAITE, R? OR BRATHWA- ITE R? OR BRYAN, A? OR BRYAN A? OR BELLDINA, J? OR BELLDINA J? OR ARONS, B? OR ARONS B?) OR CO=TELLME()NETWORKS
S27	24	S26 AND (S1 OR S4)
S28	0	S27 AND S5
S29	2	S27 AND S2
S30	1	RD S29 (unique items)

10/3,K/1 (Item 1 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03548844 INSPEC Abstract Number: B90010290, C90014047

Title: The deployment of speech recognition in the telephone network
Author(s): Simson, M.M.
Author Affiliation: BNR, Ottawa, Ont., Canada
Journal: Speech Technology vol.5, no.1 p.14-17
Publication Date: Oct.-Nov. 1989 **Country of Publication:** USA
CODEN: SPETDB **ISSN:** 0744-1355
Language: English
Subfile: B C

Title: The deployment of speech recognition in the telephone network
Abstract: Just as speech recognition is one of many available options for computer input, the technology can be further subdivided into different options that the user will select from, depending on the nature of the application. For instance, network-based applications require speaker independence and tolerance of network impairments (e.g. ambient noise and transmission distortion). The TOPS VSN (traffic operator position system-voice services node) dialog makes use of speaker-independent isolated word recognition, real-time recording of encoded digital speech, and real-time playback of decoded speech, as well as the detection and reception of DTMF (dual-tone multi-frequency) signals. The author describes a speech recognition system developed by Northern Telecom and BNR which is now being used to automate the handling of alternate-billed telephone calls in Grand Rapids, Michigan.

Descriptors: automatic telephone systems...

... speech recognition ; telephone traffic recording
Identifiers: traffic operator position system-voice services node dialog...

... dual - tone multi - frequency signals...

... telephone network...

... speaker independence...

...encoded digital speech ; ...

...decoded speech ; speech recognition system...

...Northern Telecom ; ...

...alternate-billed telephone calls

10/3,K/2 (Item 2 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03204497 INSPEC Abstract Number: D88002331

Title: Voice response : will acceptance match potential? (banks)
Author(s): Carr, C.D.
Journal: Bank Administration vol.64, no.6 p.42-6
Publication Date: June 1988 **Country of Publication:** USA
CODEN: BAADEQ **ISSN:** 0024-9823
Language: English

Subfile: D

Title: Voice response : will acceptance match potential? (banks)

Abstract: Voice response offers a method of delivering customer service that can lower costs, reduce pressure on staff and increase customer satisfaction. The technology is flexible enough to offer a variety of services. A customer can call a special number at the bank and the system's electronic voice will offer a series of options which the user can select using the telephone keypad. Like ATMs, voice response systems can expand banking hours. Costs are falling, with a typical entry-level, PC-based system priced at around \$35000 to \$40000, less than a

...

...Descriptors: voice equipment

...Identifiers: voice response systems

10/3,K/3 (Item 3 from file: 2)

DIALOG(R)File 2:INSPEC

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02956602 INSPEC Abstract Number: B87055039, C87047791

Title: Speaker -independent recognition applied to telephone access information systems

Author(s): Schinke, D.

Author Affiliation: AT&T Conversant Syst., Columbus, OH, USA

Conference Title: Official Proceedings of SPEECH TECH '86. Voice Input/Output Applications Show and Conference p.52-3

Publisher: Media Dimensions, New York, NY, USA

Publication Date: 1986 **Country of Publication:** USA 316 pp.

Conference Date: 28-30 April 1986 **Conference Location:** New York, NY, USA

Language: English

Subfile: B C

Title: Speaker -independent recognition applied to telephone access information systems

Abstract: AT&T Conversant Systems has recently installed a speech accessed financial stock quotation service. This system is in a first service offering trial in cooperation with Fidelity Brokerage Systems of Boston, Mass., and provides price and volume information on stock and stock options for selected Fidelity customers. This system employs a speaker-independent/connected-digit recognizer operating over the toll network. The system allows customers to dial-in and request stock and stock option prices on any of up to 6000 commonly traded stocks. The customer can refer to a stock either by speaking an associated catalog number or by using touch - tones to enter the digit string. Audible responses guide the user through a natural dialog.

Descriptors: speech recognition ; telephone systems

Identifiers: speech recognition ; telephone access information systems...

... touch - tones

10/3,K/4 (Item 1 from file: 8)

DIALOG(R)File 8:Ei Compendex(R)

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03827239 E.I. No: EIP94031246486

Title: Interactive voice , facsimile and touch tone dialogues

Author: Cross, B.A.; Hayhow, D.V.; Postle, K.J.; Bloomfield, M.H.
Source: BT Technology Journal v 12 n 1 Jan 1994. p 26-33
Publication Year: 1994
CODEN: BTTJEY ISSN: 0265-0193
Language: English

Title: Interactive voice , facsimile and touch tone dialogues

Abstract: Many **voice** services now involve the caller interacting with the service to **select** information or to indicate **choices** . Interactive facsimile information, TouchTone and **voice recognition** offer significant benefits over **voice** -only dialogues. This paper introduces interactive dialogues, and explains the key features of the different modes of interaction. The importance of dialogue design and a...

...dialogue style are considered. An overview is given of how service creation tools may be used to facilitate dialogue design. The preparation and editing of **voice** messages is examined. The likely direction of future developments of interactive **voice** and facsimile dialogues is discussed.
(Author abstract) 10 Refs.

Descriptors: **Voice** /data communication systems; Facsimile; **Touch tone telephone** systems; **Speech recognition** ; **Telecommunication** services; Interactive computer systems; User interfaces

Identifiers: Dialogue design; Service creation tools; Interactive **voice** /facsimile dialogues

10/3,K/5 (Item 1 from file: 233)
DIALOG(R)File 233:Internet & Personal Comp. Abs.
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00206169 89IW12-125

Flash Fax sends speedy information requests Touch - tone phone callers get instant faxes

Darrow, Barbara; Buerger, David J
InfoWorld , December 11, 1989 , v11 n50 p35, 1 Pages
ISSN: 0199-6649

Flash Fax sends speedy information requests Touch - tone phone callers get instant faxes

Reports that Brooktrout Technology Inc. of Wellesley Hills, MA (617) announced Flash Fax (\$5,995), an integrated computer-fax and **voice response** system that bundles fax and **voice** -processing cards with other hardware and software. Includes an 80286 processor, a 20MB hard disk, the TR-111M fax card, the TR-100M3 **voice** -processing card, a 1,200bps modem, software, and remote diagnostics. Says that the hardware can store up to 500 pages of text or images for each of up to nine **menu selections** . Contains one photo. (lj)

Descriptors: Facsimile; **Voice Recognition**

?

14/3,K/1 (Item 1 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

6194443 INSPEC Abstract Number: C1999-04-5260S-022
Title: An overview of audio information retrieval
Author(s): Foote, J.
Author Affiliation: Inst. of Syst. Sci., Nat. Univ. of Singapore, Singapore
Journal: Multimedia Systems vol.7, no.1 p.2-10
Publisher: Springer-Verlag,
Publication Date: Jan. 1999 Country of Publication: Germany
CODEN: MUSYEW ISSN: 0942-4962
SICI: 0942-4962(199901)7:1L.2:OAIR;1-W
Material Identity Number: P899-1999-001
U.S. Copyright Clearance Center Code: 0942-4962/99/\$2.00+0.20
Language: English
Subfile: C
Copyright 1999, IEE

...Abstract: from vacation to find an answering machine full of messages. While there is not yet an "AltaVista" for the audio data type, many workers are **finding** ways to **automatically** locate, **index**, and browse audio using recent advances in **speech recognition** and machine listening. This paper reviews the state of the art in audio information retrieval, and presents recent advances in **automatic** speech recognition, word spotting, speaker and music identification, and audio similarity with a view towards making audio less "opaque". A special section addresses intelligent interfaces for navigating and browsing audio and multimedia documents, using **automatically** derived information to go beyond the tape recorder metaphor.

14/3,K/2 (Item 2 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

6009529 INSPEC Abstract Number: B9810-6210D-008, C9810-7410F-060
Title: CTI in the corporate enterprise
Author(s): Wetterau, J.
Journal: International Journal of Network Management vol.8, no.4 p. 235-43
Publisher: Wiley,
Publication Date: July-Aug. 1998 Country of Publication: UK
CODEN: INMTEU ISSN: 1055-7148
SICI: 1055-7148(199807/08)8:4L.235:CE;1-C
Material Identity Number: 0840-98004
Language: English
Subfile: B C D
Copyright 1998, IEE

...Abstract: of customer service. The information to be retrieved is determined based on the telephony information determined from the phone call, either phone number or caller- **selected choices** presented by interactive **voice response** (IVR) selections. This information then does one of two things. Because of the **automatic** nature of the information retrieval, the holding time for the call is significantly reduced. This will permit the typical customer service agent to handle a...

14/3,K/3 (Item 3 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

4840296 INSPEC Abstract Number: B9501-6210D-040, C9501-5260S-031
Title: Automatic speech recognition for network call routing
Author(s): Krasinski, D.J.; Sukkar, R.A.
Author Affiliation: AT&T Bell Labs., Naperville, IL, USA
p.157-60
Publisher: IEEE, New York, NY, USA
Publication Date: 1994 **Country of Publication:** USA viii+164 pp.
ISBN: 0 7803 2074 3
U.S. Copyright Clearance Center Code: 0 7803 2074 3/94/\$4.00
Conference Title: Proceedings of 2nd IEEE Workshop on Interactive Voice Technology for Telecommunications Applications
Conference Sponsor: IEEE Commun. Soc.; IEICE of Japan
Conference Date: 26-27 Sept. 1994 **Conference Location:** Kyoto, Japan
Language: English
Subfile: B C

Title: Automatic speech recognition for network call routing
Abstract: AT&T has introduced a network call routing service that uses automatic speech recognition (ASR) to let callers select from a menu of choices by voice. The requirements of the service posed a number of challenges for the technology to meet. The paper describes the evolution of the service over time...
Identifiers: automatic speech recognition...

14/3,K/4 (Item 4 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

4432191 INSPEC Abstract Number: B9308-6130-010, C9308-1250C-005
Title: A fast match for continuous speech recognition using allophonic models
Author(s): Bahl, L.R.; de Souza, P.V.; Gopalakrishnan, P.S.; Nahamoo, D.; Picheny, M.A.
Author Affiliation: IBM Thomas J. Watson Res. Center, Yorktown Heights, NY, USA
Conference Title: ICASSP-92: 1992 IEEE International Conference on Acoustics, Speech and Signal Processing (Cat. No.92CH3103-9) p.17-20 vol.1
Publisher: IEEE, New York, NY, USA
Publication Date: 1992 **Country of Publication:** USA 5 vol. 3219 pp.
ISBN: 0 7803 0532 9
U.S. Copyright Clearance Center Code: 0 7803 0532 9/92/\$3.00
Conference Sponsor: IEEE
Conference Date: 23-26 March 1992 **Conference Location:** San Francisco, CA, USA
Language: English
Subfile: B C

Abstract: In a large vocabulary real - time speech recognition system, there is a need for a fast method for selecting a list of candidate words from the vocabulary that match well with a given acoustic input. The authors describe a highly accurate fast acoustic match for continuous...

14/3,K/5 (Item 5 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03238309 INSPEC Abstract Number: B88066892

Title: Isolated word recognition over the DDD telephone network. Results of two extensive field studies

Author(s): Wilpon, J.G.; DeMarco, D.M.; Mikkilineni, R.P.

Author Affiliation: AT&T Bell Labs., Murray Hill, NJ, USA

Conference Title: ICASSP 88: 1988 International Conference on Acoustics, Speech, and Signal Processing (Cat. No.88CH2561-9) p.55-8 vol.1

Publisher: IEEE, New York, NY, USA

Publication Date: 1988 Country of Publication: USA 5 vol.2928 pp.

U.S. Copyright Clearance Center Code: CH2561-9/88/0000-0055\$1.00

Conference Sponsor: IEEE

Conference Date: 11-14 April 1988 Conference Location: New York, NY, USA

Language: English

Subfile: B

...Abstract: trials used live customer traffic to test the call handling procedures being developed for a new generation of telephone switching equipment. These procedures would use automatic speech recognition (ASR) to give users of 'O/sup +/-' calls the option of verbally identifying the type of call they wish to make. The goal of these studies were of a particular training set to assess the performance of current...

...Identifiers: automatic speech recognition

14/3,K/6 (Item 6 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

00516933 INSPEC Abstract Number: B73020872

Title: Finding of an index of similarity between any two chains of finite length. Application to speech recognition : recognition of isolated words with the aid of a dictionary

Author(s): Vives, R.

Author Affiliation: CNET, Lannion, France

Journal: Annales des Telecommunications vol.28, no.3-4 p.123-9

Publication Date: 1973 Country of Publication: France

CODEN: ANTEAU ISSN: 0003-4347

Language: English

Subfile: B C

Title: Finding of an index of similarity between any two chains of finite length. Application to speech recognition : recognition of isolated words with the aid of a dictionary

Abstract: Certain automatic speech recognition systems are based on the principle of continuous acoustic code split up into successive elementary units such as phonemes or syllables. The resulting...

...Identifiers: automatic speech recognition systems

14/3,K/7 (Item 1 from file: 34)
DIALOG(R)File 34:SciSearch(R) Cited Ref Sci
(c) 2004 Inst for Sci Info. All rts. reserv.

06329091 Genuine Article#: YJ813 No. References: 11

Title: Neural network smoothing in correlated time series context
Author(s): Badran F (REPRINT) ; Thiria S
Corporate Source: CONSERVATOIRE NATL ARTS & METIERS, CEDRIC, 292 RUE ST
 MARTIN/F-75141 PARIS 03//FRANCE/ (REPRINT); UNIV PARIS 06, LODYC/F-75252
 PARIS 05//FRANCE/
Journal: NEURAL NETWORKS, 1997, V10, N8 (NOV), P1445-1453
ISSN: 0893-6080 **Publication date:** 19971100
Publisher: PERGAMON-ELSEVIER SCIENCE LTD, THE BOULEVARD, LANGFORD LANE,
 KIDLINGTON, OXFORD, ENGLAND OX5 1GB
Language: English **Document Type:** ARTICLE (ABSTRACT AVAILABLE)

...Abstract: prove that this criterion is an unbiased approximation of the mean squared averaged error when the noisy component of the lime series is zero-mean, **auto** -correlated, stationary process with the **auto** -covariance coefficients equal to Zero after a certain known order. (C) 1997 Elsevier Science Ltd.

Research Fronts: 95-4661 002 (NONPARAMETRIC REGRESSION; QUALITATIVE SMOOTHING; BANDWIDTH **SELECTION** ; FREQUENCY FUNCTION; BINARY **CHOICE** MODEL; GROWTH CURVE ANALYSIS)
 95-5970 001 (NEURAL NETWORKS; **SPEECH** **RECOGNITION** ; CLASSIFICATION OF POWER-SYSTEM DISTURBANCE WAVE-FORMS)

14/3,K/8 (Item 2 from file: 34)
 DIALOG(R)File 34:SciSearch(R) Cited Ref Sci
 (c) 2004 Inst for Sci Info. All rts. reserv.

06260145 Genuine Article#: YE914 No. References: 134
Title: The past, present, future of neural networks and for signal for processing
Author(s): Chen TH
Journal: IEEE SIGNAL PROCESSING MAGAZINE, 1997, V14, N6 (NOV), P28-48
ISSN: 1053-5888 **Publication date:** 19971100
Publisher: IEEE-INST ELECTRICAL ELECTRONICS ENGINEERS INC, 345 E 47TH ST, NEW YORK, NY 10017-2394
Language: English **Document Type:** EDITORIAL MATERIAL

...Research Fronts: LIKELIHOOD NEURAL-NETWORK PREDICTION MODELS; NONPARAMETRIC ROBUST LATENT-STRUCTURE DECOMPOSITION METHOD)
 95-2431 004 (NEURAL NETWORKS; FUZZY MODEL-REFERENCE ADAPTIVE-CONTROL; NONLINEAR DISCRETE-TIME MULTIVARIABLE **DYNAMICAL** -SYSTEMS)
 95-0024 003 (EMBEDDING DIMENSION ESTIMATION OF CHAOTIC TIME-SERIES; NONLINEAR **DYNAMICS** ; MULTICHANNEL EEG)
 95-6189 002 (ADAPTIVE LEARNING ALGORITHM FOR PRINCIPAL COMPONENT ANALYSIS; LIKELIHOOD RATIO DERIVATIVE ESTIMATORS; STOCHASTIC **DYNAMICS** ; DISCRETE-EVENT SIMULATION)
 95-6696 002 (NEURAL NETWORKS; LINEAR ADAPTIVE DECORRELATOR FOR SIGNAL SEPARATION; NONLINEAR EXTENSION OF THE GENERALIZED HEBBIAN LEARNING)
 95-0440 001 (SOLAR...
 ...BAYESIAN-ANALYSIS OF 2 OVERDISPERSED POISSON MODELS; ANNEALING MARKOV-CHAIN MONTE-CARLO; OBJECT POSE; MACHINE RECOGNITION)
 95-0900 001 (DIRECT ADAPTIVE REGULATION OF UNKNOWN NONLINEAR **DYNAMICAL** -SYSTEMS; FUZZY SLIDING MODE POSITION CONTROL; NEURAL NETWORKS; EXPONENTIAL STABILITY)
 95-1704 001 (ADAPTIVE LMS ALGORITHM; ACTIVE NOISE CANCELLATION; TRANSMISSION OF SOUND; BIOLOGICALLY INSPIRED CONTROLLER...
 ...001 (MACHINE LEARNING; INDUCTION OF FUZZY DECISION TREES; GENETIC ALGORITHMS; CLASSIFIER CONSTRUCTION; BIAS SELECTION; AUTOMATED

KNOWLEDGE ACQUISITION)

95-4661 001 (NONPARAMETRIC REGRESSION; QUALITATIVE SMOOTHING; BANDWIDTH
SELECTION ; FREQUENCY FUNCTION; BINARY CHOICE MODEL; GROWTH CURVE
ANALYSIS)
95-5970 001 (NEURAL NETWORKS; SPEECH RECOGNITION ; CLASSIFICATION OF
POWER-SYSTEM DISTURBANCE WAVE-FORMS)
95-6113 001 (VECTOR QUANTIZATION; IMAGE COMPRESSION; OPTIMAL ADAPTIVE
K-MEANS ALGORITHM)
95-7701 001 (ADAPTIVE NOTCH FILTER...

14/3,K/9 (Item 1 from file: 94)

DIALOG(R)File 94:JICST-EPlus

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04831619 JICST ACCESSION NUMBER: 01A0217672 FILE SEGMENT: JICST-E

Real - time Indexing Method Using Speech Recognition Technology.

TAKAHASHI KAZUKO (1); KAI KENJIRO (1)

(1) Jisedai Joho Shisutemu Kenkyusho

Denshi Joho Tsushin Gakkai Gijutsu Kenkyu Hokoku(IEIC Technical Report

(Institute of Electronics, Information and Communication Engineers),

2000, VOL.100,NO.461(IE2000 78-84), PAGE.31-38, FIG.7, REF.3

JOURNAL NUMBER: S0532BBG

UNIVERSAL DECIMAL CLASSIFICATION: 681.3:621.397.3

LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan

DOCUMENT TYPE: Journal

ARTICLE TYPE: Original paper

MEDIA TYPE: Printed Publication

Real - time Indexing Method Using Speech Recognition Technology.

...ABSTRACT: data, index information is frequently used. But the indexing
impacts the work quantity in a program production process. In this
paper, we propose the event detector system that detects index
addition timing in a real time by using speech recognition
technology for the purpose of the labor-saving of the indexing process.
Furthermore, we propose the automatic contents authoring system that
uses the index information. (author abst.)

14/3,K/10 (Item 2 from file: 94)

DIALOG(R)File 94:JICST-EPlus

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04336882 JICST ACCESSION NUMBER: 99A0730304 FILE SEGMENT: JICST-E

Speech Recognition Using Stochastic Phonemic Segment Model Based on Phoneme
Segmentation.

FURUICHI CHIEKO (1); AIZAWA KATSURA (1); INOUE KAZUHIKO (1)

(1) Toin'yokohamadai Ko

Denshi Joho Tsushin Gakkai Ronbunshi. D,2(Transactions of the Institute of
Electronics, Information and Communication Engineers. D-2), 1999,

VOL.J82-D-2,NO.7, PAGE.1111-1119, FIG.5, TBL.8, REF.15

JOURNAL NUMBER: L0197AAM ISSN NO: 0915-1923

UNIVERSAL DECIMAL CLASSIFICATION: 681.3:165

LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan

DOCUMENT TYPE: Journal

ARTICLE TYPE: Original paper

MEDIA TYPE: Printed Publication

ABSTRACT: Speech recognition based on new stochastic phoneme segment model
is proposed which is trained with phoneme features obtained from

automatically extracted phoneme segments as learning samples. In the proposed system, phoneme boundaries are detected with segmentation as preprocessing of recognition. After phoneme discrimination is carried out based on this model, phoneme segment lattices with score are made. Then, **speech recognition** is performed by string matching with **indices** of the dictionary. **Identification** problem is reduced to discrimination problem of phoneme in continuous speech from the viewpoint of effective characteristic parameters for phoneme separation by removing extra parameters...

14/3,K/11 (Item 3 from file: 94)
DIALOG(R)File 94:JICST-EPlus
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01113831 JICST ACCESSION NUMBER: 90A0752443 FILE SEGMENT: JICST-E
An application of word-spotting-type voice recognition for menu selections .

YOSHIDA SHINSUKE (1); KITAI MIKIO (2)

(1) Nippon Telegraph & Telephone Corp., Communications & Information Processing Labs.; (2) Nippon Telegraph & Telephone Corp., Human Interface Lab.

Joho Shori Gakkai Zenkoku Taikai Koen Ronbunshu, 1990, VOL.41st,NO.3, PAGE.3.175-3.176, FIG.2, TBL.2, REF.3

JOURNAL NUMBER: S0731ACN

UNIVERSAL DECIMAL CLASSIFICATION: 681.3:007.51 681.3:165

LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan

DOCUMENT TYPE: Conference Proceeding

ARTICLE TYPE: Short Communication

MEDIA TYPE: Printed Publication

An application of word-spotting-type voice recognition for menu selections .

...BROADER DESCRIPTORS: **automatic** language processing

14/3,K/12 (Item 1 from file: 483)
DIALOG(R)File 483:Newspaper Abs Daily
(c) 2004 ProQuest Info&Learning. All rts. reserv.

06229506 SUPPLIER NUMBER: 64671165

Tired of punch cards on Election Day? Unfortunately, there's not much help on the way.

Chartrand, Sabra

New York Times, p C.2

Nov 27, 2000

ISSN: 0362-4331

NEWSPAPER CODE: NYT

DOCUMENT TYPE: Commentary; Newspaper article

LANGUAGE: English

RECORD TYPE: ABSTRACT

...ABSTRACT: names and referendum details. Voters who were not native English speakers could choose another language for the information. The voters would then cast votes by **speaking** their choices aloud, or by pressing a hand-held button in **response** to a **voice - prompt** . The system then confirms the **selection** by repeating it back to the voter for his approval. Mr. Willard received patent 5,821,508. Mr. [Richard Sehr]'s system issues an identification...

...eligibility to vote. Mr. Sehr calls the cards 'pocket-sized computers.' They would enable voters to participate in a 'single system

so as to allow **real - time** interaction and information exchange, ' ' Mr. Sehr wrote in his patent.
?

20/3,K/1 (Item 1 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

6009529 INSPEC Abstract Number: B9810-6210D-008, C9810-7410F-060

Title: CTI in the corporate enterprise

Author(s): Wetterau, J.

Journal: International Journal of Network Management vol.8, no.4 p.
235-43

Publisher: Wiley,

Publication Date: July-Aug. 1998 Country of Publication: UK

CODEN: INMTEU ISSN: 1055-7148

SICI: 1055-7148(199807/08)8:4L.235:CE;1-C

Material Identity Number: 0840-98004

Language: English

Subfile: B C D

Copyright 1998, IEE

Abstract: The goal of computer telephony integration (CTI) is to present information about the caller on a data screen, while the call is in progress. It has the potential to reduce the cost of customer contact, and improve the quality of customer service. The information to be retrieved is determined based on the telephony information determined from the phone call, either phone number or caller-selected choices presented by interactive voice response (IVR) selections. This information then does one of two things. Because of the automatic nature of the information retrieval, the holding time for the call is...

...Descriptors: telecommunication computing...

... telecommunication standards...

... telephony

...Identifiers: computer telephony integration...

... telephony information

20/3,K/2 (Item 2 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

4840296 INSPEC Abstract Number: B9501-6210D-040, C9501-5260S-031

Title: Automatic speech recognition for network call routing

Author(s): Krasinski, D.J.; Sukkar, R.A.

Author Affiliation: AT&T Bell Labs., Naperville, IL, USA
p.157-60

Publisher: IEEE, New York, NY, USA

Publication Date: 1994 Country of Publication: USA viii+164 pp.

ISBN: 0 7803 2074 3

U.S. Copyright Clearance Center Code: 0 7803 2074 3/94/\$4.00

Conference Title: Proceedings of 2nd IEEE Workshop on Interactive Voice Technology for Telecommunications Applications

Conference Sponsor: IEEE Commun. Soc.; IEICE of Japan

Conference Date: 26-27 Sept. 1994 Conference Location: Kyoto, Japan

Language: English

Subfile: B C

Abstract: AT&T has introduced a network call routing service that uses automatic speech recognition (ASR) to let callers select from a menu

of choices by voice . The requirements of the service posed a number of challenges for the technology to meet. The paper describes the evolution of the service over time...

...Descriptors: **telecommunication** computing...

... **telecommunication** network routing...

... **telephone** networks...

... **telephony**

20/3,K/3 (Item 3 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

4600669 INSPEC Abstract Number: B9403-6210H-005, C9403-7410F-067

Title: Interactive voice, facsimile and TouchTone dialogues

Author(s): Cross, B.A.; Hayhow, D.V.; Postle, K.J.; Bloomfield, M.H.

Author Affiliation: British Telecom Res. Labs., Ipswich, UK

Journal: BT Technology Journal vol.12, no.1 p.26-33

Publication Date: Jan. 1994 Country of Publication: UK

CODEN: BTJUEH ISSN: 0265-0193

Language: English

Subfile: B C

Abstract: Many **voice** services now involve the caller interacting with the service to **select** information or to indicate **choices** . Interactive facsimile information, TouchTone and **voice** **recognition** offer significant benefits over **voice** -only dialogues. This paper introduces interactive dialogues, and explains the key features of the different modes of interaction. The importance of dialogue design and a...

...Descriptors: **telecommunications** computing...

... **telephony** ;

20/3,K/4 (Item 4 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

4432191 INSPEC Abstract Number: B9308-6130-010, C9308-1250C-005

Title: A fast match for continuous speech recognition using allophonic models

Author(s): Bahl, L.R.; de Souza, P.V.; Gopalakrishnan, P.S.; Nahamoo, D.; Picheny, M.A.

Author Affiliation: IBM Thomas J. Watson Res. Center, Yorktown Heights, NY, USA

Conference Title: ICASSP-92: 1992 IEEE International Conference on Acoustics, Speech and Signal Processing (Cat. No.92CH3103-9) p.17-20 vol.1

Publisher: IEEE, New York, NY, USA

Publication Date: 1992 Country of Publication: USA 5 vol. 3219 pp.

ISBN: 0 7803 0532 9

U.S. Copyright Clearance Center Code: 0 7803 0532 9/92/\$3.00

Conference Sponsor: IEEE

Conference Date: 23-26 March 1992 Conference Location: San Francisco, CA, USA

Language: English

Subfile: B C

Abstract: In a large vocabulary real-time **speech recognition** system, there is a need for a fast method for **selecting** a list of candidate words from the vocabulary that match well with a given acoustic input. The authors describe a highly accurate fast acoustic match for continuous...

... search techniques to select a set of candidate words. The allophonic models are derived by constructing decision trees that query the context in which each **phone** occurs to arrive at an allophone in a given context. The models for all the words in the vocabulary are arranged in a tree structure ...

20/3,K/5 (Item 5 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

04087805

Title: From telephone to database (interactive voice response systems)
Author(s): Jenson, T.
Journal: Datamation vol.37, no.25 p.46-8
Publication Date: 15 Dec. 1991 Country of Publication: USA
CODEN: DTMNAT ISSN: 0011-6963
Language: English
Subfile: D

Title: From telephone to database (interactive voice response systems)
...Abstract: all the various applications for voice-processing technology, interactive voice response systems are the fastest growing market segment and the second-largest market sector, after **voice mail**. The **IVR** market is growing at an annual rate of 25%. A **selected list** of 83 interactive **voice response** systems is given, with prices where available.

20/3,K/6 (Item 6 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03238309 INSPEC Abstract Number: B88066892

Title: Isolated word recognition over the DDD telephone network. Results of two extensive field studies

Author(s): Wilpon, J.G.; DeMarco, D.M.; Mikkilineni, R.P.
Author Affiliation: AT&T Bell Labs., Murray Hill, NJ, USA
Conference Title: ICASSP 88: 1988 International Conference on Acoustics, Speech, and Signal Processing (Cat. No.88CH2561-9) p.55-8 vol.1
Publisher: IEEE, New York, NY, USA
Publication Date: 1988 Country of Publication: USA 5 vol.2928 pp.
U.S. Copyright Clearance Center Code: CH2561-9/88/0000-0055\$1.00
Conference Sponsor: IEEE
Conference Date: 11-14 April 1988 Conference Location: New York, NY, USA
Language: English
Subfile: B

Title: Isolated word recognition over the DDD telephone network. Results of two extensive field studies

Abstract: In a continuing effort to ascertain the viability of deploying speaker independent word recognition systems that could function reliably in normal **telephone** environments, two large scale field trials were

carried out in AT&T central offices in Reno, Nevada, and in Hayward, California. The trials used live customer traffic to test the call handling procedures being developed for a new generation of **telephone** switching equipment. These procedures would use automatic **speech recognition** (ASR) to give users of 'O/sup +/-' calls the **option** of **verbally identifying** the type of call they wish to make. The goal of these studies were of a particular training set to assess the performance of current...

...Descriptors: **telephone** traffic recording...

... **telephony**

...Identifiers: **telephone** network...

... **telephone** environments...

... **telephone** switching equipment

20/3,K/7 (Item 7 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

00516933 INSPEC Abstract Number: B73020872

Title: Finding of an index of similarity between any two chains of finite length. Application to speech recognition : recognition of isolated words with the aid of a dictionary

Author(s): Vives, R.

Author Affiliation: CNET, Lannion, France

Journal: Annales des Telecommunications vol.28, no.3-4 p.123-9

Publication Date: 1973 **Country of Publication:** France

CODEN: ANTEAU **ISSN:** 0003-4347

Language: English

Subfile: B C

Title: Finding of an index of similarity between any two chains of finite length. Application to speech recognition : recognition of isolated words with the aid of a dictionary

Abstract: Certain automatic speech recognition systems are based on the principle of continuous acoustic code split up into successive elementary units such as **phonemes** or syllables. The resulting sequence departs appreciably from the ideal, in that some elements proliferate while others are deficient or erroneous. Its form is sometimes...

20/3,K/8 (Item 1 from file: 94)

DIALOG(R)File 94:JICST-EPlus

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04831619 JICST ACCESSION NUMBER: 01A0217672 FILE SEGMENT: JICST-E

Real-time Indexing Method Using Speech Recognition Technology.

TAKAHASHI KAZUKO (1); KAI KENJIRO (1)

(1) Jisedai Joho Shisutemu Kenkyusho

Denshi Joho Tsushin Gakkai Gijutsu Kenkyu Hokoku (IEIC Technical Report (Institute of Electronics, Information and Communication Enginners), 2000, VOL.100, NO.461 (IE2000 78-84), PAGE.31-38, FIG.7, REF.3

JOURNAL NUMBER: S0532BBG

UNIVERSAL DECIMAL CLASSIFICATION: 681.3:621.397.3

LANGUAGE: Japanese **COUNTRY OF PUBLICATION:** Japan

DOCUMENT TYPE: Journal

ARTICLE TYPE: Original paper

MEDIA TYPE: Printed Publication

...ABSTRACT: data, index information is frequently used. But the indexing impacts the work quantity in a program production process. In this paper, we propose the event **detector** system that **detects** index addition timing in a real time by using **speech recognition** technology for the purpose of the labor-saving of the indexing process. Furthermore, we propose the automatic contents authoring system that uses the index information...

...BROADER DESCRIPTORS: **telecommunication** ;

20/3,K/9 (Item 2 from file: 94)
DIALOG(R)File 94:JICST-EPlus
(c)2004 Japan Science and Tech Corp(JST). All rts. reserv.

04336882 JICST ACCESSION NUMBER: 99A0730304 FILE SEGMENT: JICST-E
Speech Recognition Using Stochastic Phonemic Segment Model Based on Phoneme Segmentation.
FURUICHI CHIEKO (1); AIZAWA KATSURA (1); INOUE KAZUHIKO (1)
(1) Toin'yokohamadai Ko
Denshi Joho Tsushin Gakkai Ronbunshi. D,2(Transactions of the Institute of Electronics, Information and Communication Engineers. D-2), 1999, VOL.J82-D-2,NO.7, PAGE.1111-1119, FIG.5, TBL.8, REF.15
JOURNAL NUMBER: L0197AAM ISSN NO: 0915-1923
UNIVERSAL DECIMAL CLASSIFICATION: 681.3:165
LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan
DOCUMENT TYPE: Journal
ARTICLE TYPE: Original paper
MEDIA TYPE: Printed Publication

Speech Recognition Using Stochastic Phonemic Segment Model Based on Phoneme Segmentation.
ABSTRACT: Speech recognition based on new stochastic **phoneme** segment model is proposed which is trained with **phoneme** features obtained from automatically extracted **phoneme0** segments as learning samples. In the proposed system, **phoneme** boundaries are detected with segmentation as preprocessing of recognition. After **phoneme** discrimination is carried out based on this model, **phoneme** segment lattices with score are made. Then, **speech recognition** is performed by string matching with **indices** of the dictionary. **Identification** problem is reduced to discrimination problem of **phoneme** in continuous speech from the viewpoint of effective characteristic parameters for **phoneme** separation by removing extra parameters, because **phoneme** boundaries are very accurately estimated in this system. Therefore, the model for undefined speakers is prepared based on comparatively little amount of learning data. Using this segment model trained with learning samples extracted from **phoneme** -balanced word set including 4,920 words of 10 persons, recognition experiment of unlearned 6,708 words by 63 non-learned speakers was performed. As...

...DESCRIPTORS: **phoneme** (morpheme)

20/3,K/10 (Item 3 from file: 94)
DIALOG(R)File 94:JICST-EPlus
(c)2004 Japan Science and Tech Corp(JST). All rts. reserv.

01113831 JICST ACCESSION NUMBER: 90A0752443 FILE SEGMENT: JICST-E
An application of word-spotting-type voice recognition for menu selections .
YOSHIDA SHINSUKE (1); KITAI MIKIO (2)

(1) Nippon Telegraph & Telephone Corp., Communications & Information Processing Labs.; (2) Nippon Telegraph & Telephone Corp., Human Interface Lab.

Joho Shori Gakkai Zenkoku Taikai Koen Ronbunshu, 1990, VOL.41st,NO.3, PAGE.3.175-3.176, FIG.2, TBL.2, REF.3

JOURNAL NUMBER: S0731ACN

UNIVERSAL DECIMAL CLASSIFICATION: 681.3:007.51 681.3:165

LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan

DOCUMENT TYPE: Conference Proceeding

ARTICLE TYPE: Short Communication

MEDIA TYPE: Printed Publication

An application of word-spotting-type voice recognition for menu selections .

...DESCRIPTORS: telephone ;

...BROADER DESCRIPTORS: telecommunication ;

?

25/3,K/1 (Item 1 from file: 2)
DIALOG(R)File 2:INSPEC
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

04157188 INSPEC Abstract Number: C9207-7100-002

Title: Fax-on-demand: an introduction

Author(s): Lachman, C.E.; Lougee, M.; Whittaker, M.; Jones, P.; Martin, N.; Stearns, S.M.

Author Affiliation: Copia Int. Ltd., Wheaton, IL, USA

Journal: Library Hi Tech vol.9, no.4 p.7-18, 20-4

Publication Date: 1991 Country of Publication: USA

CODEN: LIHTD2 ISSN: 0737-8831

Language: English

Subfile: C

Abstract: Computer-based fax-on-demand systems will answer the phone and guide a caller through voice menu selections. The caller identifies the information desired by pressing the numbers on the touchtone keypad of the phone. The fax-on-demand system then delivers the information to the caller through either a one-call or two-call/call-back method. Fax-on...

... or more specified mail boxes. In contrast, fax-on-demand can better be characterized as a response application that allows individual callers to use touchtone telephones to access a database and other information, which can then be delivered to the caller's fax machine.

...Identifiers: touchtone keypad ;

25/3,K/2 (Item 1 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

05857182

Fax on Demand

US: BOGEN LAUNCHES FAX VAULT

Byte (BYE) Apr 1993 p.72

Language: ENGLISH

Bogen Communications of Ramsey, New Jersey has launched Fax Vault, a fax-on-demand system which stores documents for retrieval via fax. Users use a Touch - Tone telephone and follow voice prompts which enable them to select and receive a maximum 999 pages of information. Documents are loaded into Fax Vault from PC fax modems of standard fax machines. Access to the...

?

30/3,K/1 (Item 1 from file: 8)
DIALOG(R) File 8: Ei Compendex(R)
(c) 2004 Elsevier Eng. Info. Inc. All rts. reserv.

01768926 E.I. Monthly No: EI8506051172 E.I. Yearly No: EI85116882
Title: **CONVERSATIONAL TELEPHONE MESSAGING SYSTEM.**
Author: Schmandt, Chris; Arons, Barry
Corporate Source: MIT, Architecture Machine Group, Cambridge, MA, USA
Source: IEEE Transactions on Consumer Electronics v CE-30 n 3 Aug 1984,
1984 Int Conf on Consum Electron, Rosemont, USA, Jun 6-8 1984 p 21-24
Publication Year: 1984
CODEN: ITCEDA ISSN: 0098-3063
Language: ENGLISH

Title: **CONVERSATIONAL TELEPHONE MESSAGING SYSTEM.**
Author: Schmandt, Chris; Arons, Barry
Abstract: The **Phone Slave** is a personal, integrated **telecommunications** management system, combining diverse message functions in a single user interface on a small general purpose computer. This paper will focus on the audio components of that interface (a related publication emphasizes the graphical interface. The **Phone Slave** is an intelligent answering machine, conversing with callers to format messages and relaying personal greetings to identified parties. Its owner can access these voice messages as well as electronic mail via **speech recognition** or **Touch - Tones** over the **phone** network. Access to both incoming and outgoing messages, an on-line directory, and autodial features are also provided by a touch-sensitive color monitor. 5...

Descriptors: **TELEPHONE SYSTEMS...**

...Applications; **TELEPHONE APPARATUS; COMPUTER INTERFACES; AUDIO EQUIPMENT...**

?

File 348:EUROPEAN PATENTS 1978-2004/May W01

(c) 2004 European Patent Office

File 349:PCT FULLTEXT 1979-2002/UB=20040506,UT=20040429

(c) 2004 WIPO/Univentio

Set	Items	Description
S1	14050	IVR OR VRU OR (SPEECH OR VOICE) (3N) (RECOGNITION OR RESPONSE)
S2	24058	DTMF OR DUAL()TONE() (MULTI()FREQUENCY OR MULTIFREQUENCY) OR TOUCH()TONE? ? OR KEYPAD? ? OR NUMBERPAD? ? OR DIALPAD? ? OR (KEY OR NUMBER OR DIAL) () (PAD OR PADS)
S3	65125	(OPTION? ? OR MENU? ? OR VOICE()PROMPT? ? OR CHOICE? ? OR - LIST OR CATALOG?? OR CHECKLIST? OR INDEX?? OR INDICES OR INVENTORY) (5N) (SELECT? OR DETECT? OR FIND OR FINDS OR FINDING OR - CHOOS? OR IDENTIF?)
S4	2235	S3 (15N) (VOICE? ? OR SOUND? ? OR ORAL OR ORATION OR ORATORY OR SPEECH OR SPEAK? OR TALK? OR VOCAL? OR SAY OR SAYING OR VERBAL?)
S5	313	S1 (15N) S3
S6	63	S5 (15N) S2
S7	2	S6 (15N) (REALTIME OR REAL? (W) TIME OR DYNAMIC? OR SPONTANEOUS? OR AUTOMATIC? OR AUTO)
S8	278	S1 (15N) S4
S9	60	S8 (15N) S2
S10	37	S9 (15N) (TELECOM? OR TELEPHON? OR PHONE?)
S11	37	IDPAT S10 (sorted in duplicate/non-duplicate order)
S12	36	IDPAT S10 (primary/non-duplicate records only)
S13	15	S12 AND AD=20000502:20040520/PR
S14	21	S12 NOT (S13 OR S7)
S15	4	S9 AND IC=H04M-001/64
S16	1	S15 NOT (S13 OR S7 OR S14)

7/3,K/1 (Item 1 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

00897520

A method and apparatus providing bookmarks for audio programs
Verfahren und Gerat zur Lieferung von Lesezeichen fur Audioprogramme
Methode et appareil fournissant des signets pour des programmes audio
PATENT ASSIGNEE:

AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,
(US), (Applicant designated States: all)

INVENTOR:

Hanson, Bruce Lowell, 28 Markham Place, Little Silver, N.J. 07739, (US)

LEGAL REPRESENTATIVE:

R.A. KUHNEN & P.A. WACKER (101501), Patentanwaltsgesellschaft mbH

Alois-Steinecker-Strasse 22, 85354 Freising, (DE)

PATENT (CC, No, Kind, Date): EP 820180 A2 980121 (Basic)

EP 820180 A3 000112

APPLICATION (CC, No, Date): EP 97112072 970715;

PRIORITY (CC, No, Date): US 682034 960716

DESIGNATED STATES: DE; FR; GB; IT

EXTENDED DESIGNATED STATES: AL; LT; LV; RO; SI

INTERNATIONAL PATENT CLASS: H04M-003/50; H04Q-003/00

ABSTRACT WORD COUNT: 60

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9804	1045
SPEC A	(English)	9804	3421
Total word count - document A			4466
Total word count - document B			0
Total word count - documents A + B			4466

...SPECIFICATION services and, as is described below, can be instructed about options for resuming previously accessed audio services.

The service controller could also interface with an **Automatic Speech Recognition** Unit (ASR) which operates to detect voice responses by the users to **menu** prompts, rather than **detecting keypad** or **DTMF** responses.

The service controller 107 also interfaces with a user ID module 106. This connection provides the service controller with information about the user including...

7/3,K/2 (Item 1 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00842041 **Image available**

METHOD AND SYSTEM FOR AUTOMATING QUOTE GENERATION

PROCEDE ET SYSTEME PERMETTANT D'AUTOMATISER LA FIXATION D'UN PRIX

Patent Applicant/Assignee:

GELCO CORPORATION, Three Capital Drive, Eden Prairie, MN 55344, US, US
(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

MCMAHON Terry L, 7917 65th Avenue North, Brooklyn Park, MN 55428, US, US
(Residence), US (Nationality), (Designated only for: US)

DOVALIS Michael C, 7229 Lyndale Avenue South, Richfield, MN 55423, US, US
(Residence), US (Nationality); (Designated only for: US)
FOGARTY Michael J, 8966 Gould Road, Eden Prairie, MN 55347, US, US
(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

PADMANABHAN Devan V (et al) (agent), Dorsey & Whitney, Pillsbury Center
South, 220 South Sixth Street, Minneapolis, MN 55402, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200175727 A1 20011011 (WO 0175727)

Application: WO 2001US10168 20010330 (PCT/WO US0110168)

Priority Application: US 2000193960 20000331; US 2001820223 20010328

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 9053

Fulltext Availability:

Detailed Description

Detailed Description

... tool and the world wide web as the information conduit. In alternative
embodiments, the present invention method and system may utilize
telephones to conduct the **automatic** quote-generation. The telephones
may operate using an interactive **voice recognition** system that
presents the user with a series of **selectable options** that are
selected by touching a number on the telephone **keypad** or by saying a
certain number.

Such an alternative embodiment may be particularly useful when in
embodiments where a fewer number of options may be...

?

14/3,K/1 (Item 1 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

01294989

Quality of service on demand for voice communications over a packet data network

Dienstqualität auf Abruf für Sprachkommunikationen über ein Paketdatennetz
Qualite de service a la demande pour des communications vocales sur un
reseau de donnees par paquets

PATENT ASSIGNEE:

LUCENT TECHNOLOGIES INC., (2143720), 600 Mountain Avenue, Murray Hill,
New Jersey 07974-0636, (US), (Applicant designated States: all)

INVENTOR:

Hitzeman, Bonnie P., 1414 Brandon Drive, Wheaton, Illinois 60187-7508,
(US)

LEGAL REPRESENTATIVE:

Buckley, Christopher Simon Thirsk et al (28912), Lucent Technologies (UK)
Ltd, 5 Mornington Road, Woodford Green, Essex IG8 0TU, (GB)

PATENT (CC, No, Kind, Date): EP 1111859 A2 010627 (Basic)

EP 1111859 A3 011128

APPLICATION (CC, No, Date): EP 2000310295 001120;

PRIORITY (CC, No, Date): US 451327 991130

DESIGNATED STATES: DE; FR; GB

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: H04M-007/00

ABSTRACT WORD COUNT: 124

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200126	853
SPEC A	(English)	200126	3610
Total word count - document A			4463
Total word count - document B			0
Total word count - documents A + B			4463

...SPECIFICATION which expectations have been developed through years of using conventional switched circuit telecommunication systems. Moreover, many modern automated systems, such as voice mail and other telephone-based information systems, rely on voice and/or touch-tone digit recognition for data entry, option selection, and other operations. Such digit and voice recognition systems may fail or malfunction in the face of intermittent cut-outs or poor audio quality that can occur during high traffic periods on a...

14/3,K/2 (Item 2 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
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01148929

Method and system for reducing telephone costs for calls to service providers

Verfahren und System zur Verminderung von Fernsprechkosten für Anrufen nach Diensteanbietern

Methode et systeme pour reduire les frais telephoniques pour des appels

vers des fournisseurs de services

PATENT ASSIGNEE:

INTERNATIONAL BUSINESS MACHINES CORPORATION, (200123), , Armonk, NY
10504, (US), (Applicant designated States: all)

INVENTOR:

Medan, Yoav, 25 Hankin Street, Haifa, (IL)

LEGAL REPRESENTATIVE:

Etorre, Yves Nicolas (87831), Compagnie IBM France, Departement Propriete
Intellectuelle, 06610 La Gaudie, (FR)

PATENT (CC, No, Kind, Date): EP 1001597 A2 000517 (Basic)
EP 1001597 A3 030903

APPLICATION (CC, No, Date): EP 99480069 990729;

PRIORITY (CC, No, Date): EP 98480074 981110

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
LU; MC; NL; PT; SE

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: H04M-007/00; H04M-003/523; H04M-003/51

ABSTRACT WORD COUNT: 178

NOTE:

Figure number on first page: 2

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200020	928
SPEC A	(English)	200020	2130
Total word count - document A			3058
Total word count - document B			0
Total word count - documents A + B			3058

...SPECIFICATION a Call Center 15 that either provides some kind of product support or service sale. Typically, the calling party 10 is provided with an Interactive Voice Response 16 in the form of a vocal menu presenting various enumerated options . The subscriber can select a desired option by pressing one or more buttons on her telephone keypad . By such means, the initial handling of a subscriber's inquiry can be automated, thus saving personnel costs to the service provider. After accepting the...

14/3,K/3 (Item 3 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS

(c) 2004 European Patent Office. All rts. reserv.

00981209

Internet-enabled voice-response service

Internetfahiger Sprachantwortdienst

Service a reponse vocal sur l'internet

PATENT ASSIGNEE:

AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,
(US), (Applicant designated States: all)

INVENTOR:

Strahs, Lee B., 31 Primrose Lane, Colts Neck, New Jersey 07722, (US)

LEGAL REPRESENTATIVE:

Modiano, Guido, Dr.-Ing. et al (40786), Modiano, Josif, Pisanty & Staub,
Baaderstrasse 3, 80469 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 889627 A2 990107 (Basic)
EP 889627 A3 010131

APPLICATION (CC, No, Date): EP 98111203 980618;

PRIORITY (CC, No, Date): US 886136 970630

DESIGNATED STATES: CH; DE; DK; ES; FI; FR; GB; IT; LI; NL; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: H04M-003/50; H04M-007/00
ABSTRACT WORD COUNT: 220
NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9901	1552
SPEC A	(English)	9901	2214
Total word count - document A			3766
Total word count - document B			0
Total word count - documents A + B			3766

...SPECIFICATION are used to control voice response units. Other arrangements are not convenient to use, as they require complicated audio input set-ups to work properly.

Voice response units require callers to enter touch - tone control signals to navigate audio menu selections and obtain information or perform functions. Internet users desiring to access voice response units over the Internet are unable to conveniently do so. Internet telephony devices either are inconvenient to use, require complicated additional hardware, or don't work at all. The web graphical interface cannot be used because current...

14/3,K/4 (Item 4 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

00912583

Toll free message response
Gebührenfreie Nachrichtenantwort
Message de reponse sans taxation
PATENT ASSIGNEE:

AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,
(US), (Applicant designated States: all)

INVENTOR:

Hanson, Bruce L., 28 Markham Place, Little Silver, N.J. 07739, (US)
Huber, Kenneth M., 672 Buchanan Boulevard, Red Bank, N.J. 07701, (US)

LEGAL REPRESENTATIVE:

R.A. KUHNEN & P.A. WACKER (101501), Patentanwaltsgesellschaft mbH
Alois-Steinecker-Strasse 22, 85354 Freising, (DE)

PATENT (CC, No, Kind, Date): EP 833490 A2 980401 (Basic)
EP 833490 A3 990908

APPLICATION (CC, No, Date): EP 97115570 970908;

PRIORITY (CC, No, Date): US 723734 960930

DESIGNATED STATES: DE; FR; GB

INTERNATIONAL PATENT CLASS: H04M-003/50; H04M-003/48; H04M-017/00;
H04L-012/58

ABSTRACT WORD COUNT: 258

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9814	1810
SPEC A	(English)	9814	4287

Total word count - document A 6097
Total word count - document B 0
Total word count - documents A + B 6097

...SPECIFICATION create and transmit a reply to the calling party's message, the called party will select the "reply" option from the mailbox menu using the touch - tone keypad of telephone station set 20. However, it is understood that voice recognition and other conventional methods could be utilized to select mailbox menu options within the called party's VMS 40a.

After selecting the "reply" option, the called party is instructed by the called party's VMS 40a to...

14/3,K/5 (Item 5 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
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00771448

METHODS AND APPARATUS FOR ENCODING AND DECODING DATA TRANSMITTED OVER TELEPHONE LINES

VERFAHREN UND VORRICHTUNG ZUR KODIERUNG UND DEKODIERUNG VON UBER TELEFONLEITUNGEN UBERTRAGENEN DATEN

PROCEDE DE CODAGE ET DE DECODAGE DE DONNEES TRANSMISES PAR L'INTERMEDIAIRE DE LIGNES TELEPHONIQUES

PATENT ASSIGNEE:

ENCO-TONE, LTD., (1663011), Phasecom Building, Har Hahotzvim, P.O. Box 45094, Jerusalem 91450, (IL), (Proprietor designated states: all)

INVENTOR:

LABATON, Isaac, J., P.O. Box 45094, 91430 Jerusalem, (IL)

KELLY, Michael, K., 2915 East Redfield, Phoenix, AZ 85032, (US)

LEGAL REPRESENTATIVE:

Waldren, Robin Michael (55602), MARKS & CLERK, 57-60 Lincoln's Inn Fields, London WC2A 3LS, (GB)

PATENT (CC, No, Kind, Date): EP 786184 A1 970730 (Basic)

EP 786184 A1 971203

EP 786184 B1 010613

WO 9610880 960411

APPLICATION (CC, No, Date): EP 95938190 951004; WO 95US12979 951004

PRIORITY (CC, No, Date): IL 11115794 941004

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IE; IT; LI; LU; MC; NL; PT; SE

INTERNATIONAL PATENT CLASS: H04M-011/00

NOTE:

No A-document published by EPO

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	200124	830
CLAIMS B	(German)	200124	780
CLAIMS B	(French)	200124	958
SPEC B	(English)	200124	5114

Total word count - document A 0

Total word count - document B 7682

Total word count - documents A + B 7682

...SPECIFICATION chose a particular item from a verbal menu. That is, when a caller desires to interact with an IVR system, the caller dials up a telephone line associated with the IVR computer through the use of a conventional telephone. The IVR board associated with the central

computer generates human audible voice commands, and prompts the caller to select various menu options through the use of DTMF tones.

The acoustic DTMF tone may be characterized as a sound associated with a particular button pressed by the caller. This is true whether the caller employs the Keypad on the telephone to generate DTMF tones...

14/3,K/6 (Item 6 from file: 348)
DIALOG(R) File 348:EUROPEAN PATENTS
(c) 2004 European Patent Office. All rts. reserv.

00574255

Automatic processing of calls with different communication modes in a telecommunications system

Automatische Verarbeitung von Anrufen mit verschiedenen Kommunikationsmoden in einem Telekommunikationssystem

Traitement automatique d'appels a plusieurs modes de communication dans un systeme de telecommunication

PATENT ASSIGNEE:

AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412, (US), (Proprietor designated states: all)

INVENTOR:

Yudkowsky, Michael Allen, 2952 W. Fargo, Chicago, Illinois 60645, (US)

LEGAL REPRESENTATIVE:

Watts, Christopher Malcolm Kelway, Dr. et al (37391), Lucent Technologies (UK) Ltd, 5 Mornington Road, Woodford Green Essex, IG8 0TU, (GB)

PATENT (CC, No, Kind, Date): EP 576205 A2 931229 (Basic)

EP 576205 A3 940907

EP 576205 B1 010905

APPLICATION (CC, No, Date): EP 93304711 930617;

PRIORITY (CC, No, Date): US 902623 920623

DESIGNATED STATES: DE; FR; GB

INTERNATIONAL PATENT CLASS: H04M-003/42; H04M-003/50; H04M-003/60;

H04M-011/06; H04Q-011/04; H04M-003/527

ABSTRACT WORD COUNT: 115

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF1	419
CLAIMS B	(English)	200136	398
CLAIMS B	(German)	200136	372
CLAIMS B	(French)	200136	468
SPEC A	(English)	EPABF1	4337
SPEC B	(English)	200136	4304
Total word count - document A			4756
Total word count - document B			5542
Total word count - documents A + B			10298

...SPECIFICATION call routine 78 (not explained in detail herein) would send voice messages to the user. Replies requested from the user would either be by return voice as decoded by a speech recognition algorithm or DTMF signaling to select the desired menu item.

FIG. 5 illustrates a telecommunications system which incorporates an alternative embodiment 150 of a multinode service system in accordance with the present invention. Elements in FIG. 5 which are common...

...SPECIFICATION call routine 78 (not explained in detail herein) would

send voice messages to the user. Replies requested from the user would either be by return **voice** as decoded by a **speech recognition** algorithm or **DTMF** signaling to **select** the desired **menu item**.

FIG. 5 illustrates a **telecommunications** system which incorporates an alternative embodiment 150 of a multinode service system in accordance with the present invention. Elements in FIG. 5 which are common...

14/3,K/7 (Item 1 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00805388 **Image available**

VOICE ACTIVATED HYPERLINKS

HYPERLIENS ACTIVES PAR LA PAROLE

Patent Applicant/Assignee:

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89509, US, US (Residence), US (Nationality)

Inventor(s):

POLCYN Michael J, 1007 Springfield Lane, Allen, TX 75002, US,

Legal Representative:

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2800, 2200 Ross Avenue, Dallas, TX 75201, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200138962 A1 20010531 (WO 0138962)

Application: WO 99US28004 19991123 (PCT/WO US9928004)

Priority Application: WO 99US28004 19991123

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 6657

Fulltext Availability:

Detailed Description

Detailed Description

... mail audio text that defines scripts in a very linear fashion. For instance, a script definition could be "wait for a telephone ring." When the **phone** the rings, then answer; prompt the caller with a predefined set of **choices**; receive the **selected** choice via either **DTMF** or **voice recognition**, and then perform the selected function.

FIGURE 7 is a diagram of flow of typical prior art interactive voice recognition/DTMF program 700, i.e...

14/3,K/8 (Item 2 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00787004 **Image available**

SYSTEM AND METHOD FOR BROKERING RATED SERVICES

SYSTEME ET PROCEDE POUR LE COURTAGE DE SERVICES COTES

Patent Applicant/Inventor:

CHRIST Michael A, 404 - 518 13th Street, New Westminster, British Columbia V3M 4L9, CA, CA (Residence), CA (Nationality)

Legal Representative:

MANNING Gavin N (agent), Oyen Wiggs Green & Mutala, 480 - 601 West Cordova Street, Vancouver, British Columbia V6B 1G1, CA,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200120491 A2 20010322 (WO 0120491)

Application: WO 2000CA1057 20000913 (PCT/WO CA0001057)

Priority Application: US 99395732 19990914

Parent Application/Grant:

Related by Continuation to: US 99395732 19990914 (CIP)

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 8797

Fulltext Availability:

Detailed Description

Detailed Description

... by which the services must be started or completed, or any other special requirements that the user might have.

Most preferably server 20 includes a **telephone** connection 50 equipped with a **speech recognition** / **speech** synthesis system and/or menu-selection software in which a user can **select** from among a number of **options** by pressing keys on a **telephone keypad**. Connection 50 is connected to interface 30. A user may use any **telephone** to call connection 50 and to communicate with server 20 in place of a user computer 22. A user can interact with server 20 via...

14/3,K/9 (Item 3 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00774484 **Image available**

ENHANCED SERVICE PLATFORM WITH SECURE SYSTEM AND METHOD FOR SUBSCRIBER PROFILE CUSTOMIZATION

PLATE-FORME DE SERVICES AMELIOREE A SYSTEME DE SECURITE, ET PROCEDE PERMETTANT DE PERSONNALISER UN PROFIL UTILISATEUR

Patent Applicant/Assignee:

ADC ESD INC, 12501 Whitewater Drive, Minnetonka, MN 55343, US, US
(Residence), US (Nationality)

Inventor(s):

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BURGER Eric W, 1400 Julia Avenue, McLean, VA 22101-4027, US

NESTORIAK John III, 8903 Battery Place, Bethesda, VA 20814, US

Legal Representative:

WILLIAMS Gary S, Pennie & Edmonds LLP, 1155 Avenue of the Americas, New York, NY 10036, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200108022 A1 20010201 (WO 0108022)
Application: WO 2000US20434 20000727 (PCT/WO US0020434)
Priority Application: US 99361676 19990727
Designated States: CA IL
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
Publication Language: English
Filing Language: English
Fulltext Word Count: 7505

Fulltext Availability:
Detailed Description

Detailed Description

... to that described above, is used to obtain a transaction ID. In a preferred embodiment, options are presented to the subscriber in the form of voice directions, possibly including a predefined hierarchical menu for the subscriber to navigate. The subscriber may select options either by pressing keys on the telephone keypad, or by speaking an appropriate command or response if Subscriber Service Manager 120 includes a speech recognition driven interface. In the latter case, the system might ask an open question such as "What do you want to do?" The subscriber, in response...

14/3,K/10 (Item 4 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00755712 **Image available**

TELECOMMUNICATIONS SYSTEM SYSTEME DE TELECOMMUNICATIONS

Patent Applicant/Assignee:

VISTA GROUP PTY LIMITED, 1037 Old Northern Road, Dural, NSW 2158, AU, AU
(Residence), AU (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

MCNAMEE John Christopher, 1037 Old Northern Road, Dural, NSW 2158, AU, AU
(Residence), AU (Nationality), (Designated only for: US)

Legal Representative:

GRIFFITH HACK, GPO Box 4164, Sydney, NSW 2001, AU

Patent and Priority Information (Country, Number, Date):

Patent: WO 200069132 A1 20001116 (WO 0069132)

Application: WO 2000AU430 20000511 (PCT/WO AU0000430)

Priority Application: AU 99285 19990511

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE

DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC

LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK

SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 10904

Fulltext Availability:
Detailed Description

Detailed Description

... IVR software that includes 0 a visitor path structure pre-determined by the client is loaded into the allocated RAM. Referring to Fig 4, the

IVR software provides the caller with transient messages such as a greeting, and voice prompts providing the caller with a menu 50 of options selectable using the keypad of the caller's telephone handset or by spoken command employing the voice recognition facility. If access to the 5 network 12 is through the web server 19 from a remote computer terminal, a graphical menu of substantially the...

14/3,K/11 (Item 5 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00731172

A METHOD FOR SERVING IP USERS BY GRAPHICALLY-BASED INTERACTION TO AGENTS OF A CALL CENTER

PROCEDE DE DESSERTE D'UTILISATEURS IP METTANT EN OEUVRE UNE INTERACTION DE TYPE GRAPHIQUE AVEC DES AGENTS D'UN CENTRE D'APPEL

Patent Applicant/Assignee:

ECI TELECOM LTD, Hasivim Street 30, 49517 Petach Tikvah, IL, IL
(Residence), IL (Nationality)

Inventor(s):

VERED Nimrod Itzhak, Moshav Mishmeret 51, 40695 Gush Tel Mond, IL
GANANI Nir, Shapira Street 3, 58017 Azor, IL

Legal Representative:

LUZZATTO Kfir, Luzzatto & Luzzatto, P.O. Box 5352, 84152 Beer-Sheva, IL

Patent and Priority Information (Country, Number, Date):

Patent: WO 200044159 A1 20000727 (WO 0044159)

Application: WO 2000IL34 20000118 (PCT/WO IL00000034)

Priority Application: US 99233818 19990120

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 7985

Fulltext Availability:

Detailed Description

Detailed Description

... destination. These IP users access the vendor via his Web site, and are served by an answering system. Currently available answering systems, such as Interactive Voice Response (IVR) systems, offers the user several service menus, which are operated by selecting different features using a telephone keypad. The service is limited since information about the required services may be supplied to the system by a specific number of digits. Other systems, such...

14/3,K/12 (Item 6 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00498910 **Image available**

REAL TIME SUBSCRIBER BILLING AT A SUBSCRIBER LOCATION IN AN UNSTRUCTURED
COMMUNICATION NETWORK

FACTURATION DE L'ABONNE EN TEMPS REEL SUR UN SITE DE L'ABONNE DANS UN
RESEAU DE COMMUNICATIONS NON STRUCTURE

Patent Applicant/Assignee:

BLOCK Robert S,

Inventor(s):

BLOCK Robert S,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9930262 A1 19990617

Application: WO 98US26199 19981209 (PCT/WO US9826199)

Priority Application: US 97987549 19971209

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LK LR LS LT LU LV

MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG

UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE

CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN

GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 21140

Fulltext Availability:

Detailed Description

Detailed Description

... the subscriber can be informed of the charges
accumulated to date or the remaining balance is by pressing a
predetermined sequence of buttons on the **telephone keypad** , including
identifying information such as a PIN.

The subscriber can then connected to a **Voice Response** System (VRS).
In **response** to digital **voice prompts** from the VRS, the subscriber
identifies the information desired.

The VRS can provide the value of the subscriber's balance or a list of
call charges, depending on the subscriber's...

14/3,K/13 (Item 7 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00489996 **Image available**

ENHANCED OPERATOR CONSOLE

PUPITRE D'OPERATEUR AMELIORE

Patent Applicant/Assignee:

MCI WORLDCOM INC,

Inventor(s):

DICKERMAN Robert Frank,

FURGASON Shawn Paul,

BARTELS Patty Marie,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9921348 A1 19990429

Application: WO 98US22269 19981021 (PCT/WO US9822269)

Priority Application: US 97956221 19971021

Designated States: CA JP MX SG AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC

NL PT SE

Publication Language: English

Fulltext Word Count: 19520

Fulltext Availability:

Detailed Description
Detailed Description

... responding to digitized voice prompts is provided by audio response units (ARUs) and the like. Customers typically enter data and select options by using their **telephone keypads** which generate **Dual Tone Multi - Frequency (DTMF)** signals. Alternatively, some automated systems are equipped with **voice recognition** devices that allow customers to enter data and **select options by speaking** into their **telephone handsets**.

An example of a service that is typically provided by an automated platform is a telephone debit card service. Such services allow customers to...

14/3,K/14 (Item 8 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00489995 **Image available**
SYSTEM AND METHOD FOR PROVIDING OPERATOR AND CUSTOMER SERVICES
SYSTEME ET PROCEDE PERMETTANT DE FOURNIR DES SERVICES D'OPERATEUR ET DES
SERVICES CLIENTS

Patent Applicant/Assignee:

MCI WORLDCOM INC,

Inventor(s):

DICKERMAN Robert Frank,

KULT George M,

FURGASON Shawn Paul,

BARTELS Patty Marie,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9921347 A1 19990429

Application: WO 98US22268 19981021 (PCT/WO US9822268)

Priority Application: US 97956232 19971021

Designated States: CA JP MX SG AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC
NL PT SE

Publication Language: English

Fulltext Word Count: 19646

Fulltext Availability:
Detailed Description

Detailed Description

... responding to digitized voice prompts provided by audio response units (ARUs) and the like. Customers typically enter data and select options by using **IL--heir telephone keypads** which generate **Dual Tone Multi Frequency (DTMF)** signals. Alternatively, some automated systems are equipped with **voice recognition** devices that allow customers to enter data and **select options by speaking** into their **telephone handsets**.

An example of a service that is typically provided by an automated platform is a telephone debit card service. Such services allow customers to...

14/3,K/15 (Item 9 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT

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00448126 **Image available**

REAL TIME SUBSCRIBER BILLING SYSTEM AND METHOD

SYSTEME ET PROCEDE DE FACTURATION D'ABONNE EN TEMPS REEL

Patent Applicant/Assignee:

REAL-TIME BILLING INC,

Inventor(s):

BLOCK Robert S,
RICCOBONI Richard J,
WENGER Alexander A,
CHAPUS Frederick H,
BRAMWELL Jonathan R,
DAUGHERTY J Robert,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9838590 A1 19980903

Application: WO 98US3890 19980227 (PCT/WO US9803890)

Priority Application: US 97806387 19970227

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD

MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ

VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH

DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR

NE SN TD TG

Publication Language: English

Fulltext Word Count: 18640

Fulltext Availability:

Detailed Description

Detailed Description

... the subscriber can be informed of the charges accumulated to date or the remaining balance is by pressing a predetermined sequence of buttons on the **telephone keypad**, including identifying information such as a PIN.

The subscriber can then connected to a **Voice Response System (VRS)**. In **response** to digital **voice prompts** from the VRS, the subscriber **identifies** the information desired.

The VRS can provide the value of the subscriber's balance or a list of call charges, depending on the subscriber's...

14/3,K/16 (Item 10 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00438464 **Image available**

PAGER WITH DEFINED CUSTOM ALPHANUMERIC MESSAGES

**RECEPTEUR D'APPELS DE PERSONNES A MESSAGES ALPHANUMERIQUES PERSONNALISES
DEFINIS**

Patent Applicant/Assignee:

SEIKO COMMUNICATIONS SYSTEMS INC,

Inventor(s):

PARK Michael C,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9828928 A1 19980702

Application: WO 97US18714 19971018 (PCT/WO US9718714)

Priority Application: US 96773740 19961224

Designated States: AU BR CA CH CN JP KR MX RU AT BE CH DE DK ES FI FR GB GR
IE IT LU MC NL PT SE
Publication Language: English
Fulltext Word Count: 4324

Fulltext Availability:
Detailed Description

Detailed Description

... central control 50 orchestrating operation of clearinghouse 20. A voice response unit (VRU) 52 interacts with caller 14 by way of PSTN 18 and conventional **telephone** 16. As may be appreciated, **voice response** unit 52 provides to caller 14 a variety of menu choices by **voice** presentation and caller 14 responds by activation of **keypad** 16a to **select** various **menu** prompts. As will be discussed more fully hereafter, following interaction between **voice response** unit 52 and caller 14, **voice response** unit 52 submits a new paging message 54 to central control 50. For each new paging message 54 generated by voice response unit 52, central...

14/3,K/17 (Item 11 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00357269 **Image available**

COMMUNICATION SYSTEM AND METHOD FOR AUTOMATICALLY DEFERRING MESSAGES
INTENDED FOR A PAGER

SYSTEME ET PROCEDE DE COMMUNICATION PERMETTANT DE DIFFERER AUTOMATIQUEMENT
DES MESSAGES DESTINES A UN RECEPTEUR D'APPEL

Patent Applicant/Assignee:

MOTOROLA INC,

Inventor(s):

KING Jeffrey Scott,

FRIEDMAN Tara,

MINUTO Michael Thomas,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9639783 A1 19961212

Application: WO 96US4080 19960325 (PCT/WO US9604080)

Priority Application: US 95465037 19950605

Designated States: CA CN JP KR MX AT BE CH DE DK ES FI FR GB GR IE IT LU MC
NL PT SE

Publication Language: English

Fulltext Word Count: 7495

Fulltext Availability:
Detailed Description

Detailed Description

... store a message at all. The originator greeter element 222 uses the DTMF decoder to decode the options selected by the caller using the conventional **touch - tone telephone** 124. Alternatively, the originator greeter element uses a **voice recognition** element (not shown) to decode the **options selected by voice** by the caller. The automated **telephonic voice** message system 220 can be alternatively implemented as firmware elements (that is, software or machine code) included in the ROM 224. The firmware elements use...transmit the deferred messages to the selective call

transceiver of the user. Similar to the originator greeter element, the user greeter element also uses the DTMF decoder 213 or the voice recognition element (not shown) to decode the options selected by the user. Alternatively, the user preferably communicates with the automated telephonic voice message system 220 through radio frequency wireless means provided by the two-way paging communication system. The processor 210 also is coupled to a read...

14/3,K/18 (Item 12 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00349459 **Image available**
VOICE AND VISUAL DATA COMMUNICATIONS SWITCHING USING FORMS
COMMUTATION DE COMMUNICATIONS DE DONNEES VISUELLES ET VOCALES A L'AIDE DE
MASQUES

Patent Applicant/Assignee:

RADISH COMMUNICATIONS SYSTEMS INC,

Inventor(s):

DAVIS Richard A,
BRITTAIN Anthony J,
SMITH Richard A,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9631972 A1 19961010

Application: WO 96US4287 19960401 (PCT/WO US9604287)

Priority Application: US 95201 19950405

Designated States: AL AM AT AU AZ BB BG BR BY CA CH CN CZ DE DK EE ES FI GB

GE HU IS JP KE KG KP KR KZ LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL

PT RO RU SD SE SG SI SK TJ TM TR TT UA UG UZ VN KE LS MW SD SZ UG AM AZ

BY KG KZ MD RU TJ TM AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE

BF BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 22453

Fulltext Availability:

Detailed Description

Detailed Description

... request. Press three if you have a natural gas leak.", etc.) The caller selects one of the options by pressing the corresponding key on the telephone key pad, which transmits an audio signal to the VRU. The VRU voice card detects the audio signal and the processor follows the script for the selected option. Instructions are issued by the processor to the network interface card and voice cards over the ISA bus using a

14/3,K/19 (Item 13 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
(c) 2004 WIPO/Univentio. All rts. reserv.

00341703 **Image available**
VOICE AND VISUAL DATA COMMUNICATIONS SWITCHING USING A VOICE RESPONSE UNIT
COMMUTATION DE LIAISONS VOCALES ET OPTIQUES PAR UN REPONDEUR VOCAL

Patent Applicant/Assignee:

RADISH COMMUNICATIONS SYSTEMS INC,

Inventor(s):

DAVIS Richard A,
LONGFELLOW Robert L,
WINSECK Michael M Jr,
Patent and Priority Information (Country, Number, Date):
Patent: WO 9624215 A1 19960808
Application: WO 96US1040 19960126 (PCT/WO US9601040)
Priority Application: US 9564 19950130
Designated States: AL AM AT AU AZ BB BG BR BY CA CH CN CZ DE DK EE ES FI GB
GE HU IS JP KE KG KP KR KZ LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL
PT RO RU SD SE SG SI SK TJ TM TR TT UA UG UZ VN KE LS MW SD SZ UG AZ BY
KG KZ RU TJ TM AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE BF BJ CF
CG CI CM GA GN ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 21035
Fulltext Availability:
Detailed Description

Detailed Description

... request. Press three if you have a natural gas leak.", etc.) The caller selects one of the options by pressing the corresponding key on the telephone key pad, which transmits an audio signal to the VRU. The VRU voice card detects the audio signal and the processor follows the script for the selected option. Instructions are issued by the processor to the network interface card and voice cards over the ISA bus using a predefined command protocol. Digitized voice data can also be communicated over the PEB bus from the voice cards...

14/3,K/20 (Item 14 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00309208
INTERACTIVE VOICE RESPONSE SYSTEM
SYSTEME DE REPONDEUR VOCAL INTERACTIF
Patent Applicant/Assignee:
CITIBANK N A,
Inventor(s):
PORTER Donna L,
WEISS Lawrence D,
Patent and Priority Information (Country, Number, Date):
Patent: WO 9527360 A1 19951012
Application: WO 95US3986 19950331 (PCT/WO US9503986)
Priority Application: US 94220863 19940331; US 94322619 19941013
Designated States: AM AT AU BB BG BR BY CA CH CN CZ DE DK ES FI GB GE HU JP
KE KG KP KR KZ LK LT LU LV MD MG MN MW MX NL NO NZ PL PT RO RU SD SE SI
SK TJ TT UA UZ VN KE MW SD SZ UG AT BE CH DE DK ES FR GB GR IE IT LU MC
NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 19064
Fulltext Availability:
Claims

Claim

... option selection means.
2e An interactive voice response system, according to claim
1 wherein said first and second option selection means use

buttons of a touch - tone telephone .

30 An interactive voice response system, according to claim

1 wherein said letter corresponding to one or more of said selectable options is the first letter of names of said options.

71

An interactive voice response system, according to claim

1 wherein said second option selection means is constant for all of said selectable options.

An interactive voice response system, according...method of operating an interactive voice response system, according to claim 19,, wherein said selecting and allowing steps include allowing the user to confirm a selected option .

27e A method of operating an interactive voice response system, according to claim 19, wherein said step of allowing the user to select an option includes having the user press a particular key of a touch - tone telephone.

76

* A method of operating an interactive voice response system, according to claim 19, wherein said step of allowing the user to select an option includes having the user speak a particular phrase into a telephone.

29* A method of operating an interactive voice response system, according to claim 19, wherein said voice prompts are in the Spanish language.

30o A method of operating an interactive voice response system, according...

14/3,K/21 (Item 15 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00294799

A CALLER NAME AND IDENTIFICATION COMMUNICATION SYSTEM WITH CALLER SCREENING OPTION

SYSTEME DE TELECOMMUNICATIONS AVEC IDENTIFICATION ET ANNONCE DU NOM DE L'APPELANT, OFFRANT UNE OPTION DE FILTRAGE DES APPELS

Patent Applicant/Assignee:

ENGINEERING AND BUSINESS SYSTEMS INC,

Inventor(s):

SERBETCIOGLU Bekir,

BAGOREN Ilhan,

DUMAN Osman,

OZULKULU Esref,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9512948 A1 19950511

Application: WO 94US12545 19941031 (PCT/WO US9412545)

Priority Application: US 93147346 19931101

Designated States: AU BG BR BY CA CN CZ FI HU JP KP KR NO NZ PL RO RU SI SK
UA VN AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE

Publication Language: English

Fulltext Word Count: 7503

Fulltext Availability:

Detailed Description

Detailed Description

... include: (1) waiting without any action for a period of time, (2) entering a digit or speaking "yes" or "no", (3) redirecting it to a **voice** mail system (VM) or another **telephone** number by hanging up, or 15 (4) **selecting** other **options** for redirection using Dual Tone Multiple Frequency or Multifrequency (**DTMF**) or **speech recognition** or grunt detection technologies.

As is known in the art, **DTMF** is the distinct tones generated and detected by **telephone** and switching equipment, 20 such as, interactive voice response (IVR) and voice mail (VM) and the like. These tones are generated as a superimposition of...

?

16/3,K/1 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00891726 **Image available**

VIRTUAL PBX

PBX VIRTUEL

Patent Applicant/Assignee:

Z-TEL TECHNOLOGIES INC; 601 South Harbour Island Boulevard, Tampa, FL
33602, US, US (Residence), US (Nationality)

Inventor(s):

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Patent and Priority Information (Country, Number, Date):

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Application: WO 2001US28355 20010913 (PCT/WO US0128355)

Priority Application: US 2000666413 20000920

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CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU

SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 4763

Main International Patent Class: H04M-001/64

Fulltext Availability:

Detailed Description

Detailed Description

... presented with a menu, for example. The menu may be in any manner known to one skilled in the art, I 0 such as a **touch - tone** , **voice recognition** , interactive **voice response** , text, touch screen, etc. The **menu** may prompt the caller to **choose** between several possible **options** , including **choosing** between various, extensions, such as

those shown representing Matthew and Megan, leaving a **voice** mail in a common voice mailbox, or being transferred to an administrator, receptionist or 1 5 directory, for example.

As shown in Fig. 6, three...

?

File 9:Business & Industry(R) Jul/1994-2004/May 10
 (c) 2004 The Gale Group
 File 15:ABI/Inform(R) 1971-2004/May 10
 (c) 2004 ProQuest Info&Learning
 File 16:Gale Group PROMT(R) 1990-2004/May 11
 (c) 2004 The Gale Group
 File 20:Dialog Global Reporter 1997-2004/May 11
 (c) 2004 The Dialog Corp.
 File 47:Gale Group Magazine DB(TM) 1959-2004/May 11
 (c) 2004 The Gale group
 File 75:TGG Management Contents(R) 86-2004/May W1
 (c) 2004 The Gale Group
 File 80:TGG Aerospace/Def.Mkts(R) 1986-2004/May 10
 (c) 2004 The Gale Group
 File 88:Gale Group Business A.R.T.S. 1976-2004/May 10
 (c) 2004 The Gale Group
 File 98:General Sci Abs/Full-Text 1984-2004/May
 (c) 2004 The HW Wilson Co.
 File 112:UBM Industry News 1998-2004/Jan 27
 (c) 2004 United Business Media
 File 141:Readers Guide 1983-2004/May
 (c) 2004 The HW Wilson Co
 File 148:Gale Group Trade & Industry DB 1976-2004/May 11
 (c)2004 The Gale Group
 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-2004/May 11
 (c) 2004 The Gale Group
 File 264:DIALOG Defense Newsletters 1989-2004/May 10
 (c) 2004 The Dialog Corp.
 File 484:Periodical Abs Plustext 1986-2004/May W1
 (c) 2004 ProQuest
 File 553:Wilson Bus. Abs. FullText 1982-2004/May
 (c) 2004 The HW Wilson Co
 File 570:Gale Group MARS(R) 1984-2004/May 10
 (c) 2004 The Gale Group
 File 608:KR/T Bus.News. 1992-2004/May 11
 (c)2004 Knight Ridder/Tribune Bus News
 File 620:EIU:Viewswire 2004/May 10
 (c) 2004 Economist Intelligence Unit
 File 613:PR Newswire 1999-2004/May 11
 (c) 2004 PR Newswire Association Inc
 File 621:Gale Group New Prod.Annou.(R) 1985-2004/May 07
 (c) 2004 The Gale Group
 File 623:Business Week 1985-2004/May 04
 (c) 2004 The McGraw-Hill Companies Inc
 File 624:McGraw-Hill Publications 1985-2004/May 10
 (c) 2004 McGraw-Hill Co. Inc
 File 634:San Jose Mercury Jun 1985-2004/May 09
 (c) 2004 San Jose Mercury News
 File 635:Business Dateline(R) 1985-2004/May 08
 (c) 2004 ProQuest Info&Learning
 File 636:Gale Group Newsletter DB(TM) 1987-2004/May 10
 (c) 2004 The Gale Group
 File 647:CMP Computer Fulltext 1988-2004/May W1
 (c) 2004 CMP Media, LLC
 File 696:DIALOG Telecom. Newsletters 1995-2004/May 10
 (c) 2004 The Dialog Corp.
 File 674:Computer News Fulltext 1989-2004/May W1
 (c) 2004 IDG Communications
 File 810:Business Wire 1986-1999/Feb 28

(c) 1999 Business Wire
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc

Set	Items	Description
S1	196323	IVR OR VRU OR (SPEECH OR VOICE) (3N) (RECOGNITION OR RESPONSE)
S2	119772	DTMF OR DUAL()TONE() (MULTI()FREQUENCY OR MULTIFREQUENCY) OR TOUCH()TONE? ? OR KEYPAD? ? OR NUMBERPAD? ? OR DIALPAD? ? OR (KEY OR NUMBER OR DIAL) () (PAD OR PADS)
S3	639009	(OPTION? ? OR MENU? ? OR VOICE()PROMPT? ? OR CHOICE? ? OR LIST OR CATALOG?? OR CHECKLIST? OR INDEX?? OR INDICES OR INVENTORY) (5N) (SELECT? OR DETECT? OR FIND OR FINDS OR FINDING OR CHOOS? OR IDENTIF?)
S4	18909	S3(15N) (VOICE? ? OR SOUND? ? OR ORAL OR ORATION OR ORATORY OR SPEECH OR SPEAK? OR TALK? OR VOCAL? OR SAY OR SAYING OR VERBAL?)
S5	861	S1(15N)S3
S6	169	S5(15N)S2
S7	147	S6(15N)S4
S8	4	S7(15N) (REALTIME OR REAL?(W)TIME OR DYNAMIC? OR SPONTANEOUS? OR AUTOMATIC? OR AUTO)
S9	2	RD S8 (unique items)
S10	312	S2(5N)S4
S11	245	S10(10N) (S1 OR TELECOM? OR TELEPHON? OR PHONE?)
S12	237	S10(5N) (S1 OR TELECOM? OR TELEPHON? OR PHONE?)
S13	102	S10(5N)S1
S14	2	S13(5N) (REALTIME OR REAL?(W)TIME OR DYNAMIC? OR SPONTANEOUS? OR AUTOMATIC? OR AUTO)
S15	3	S9 OR S14
S16	2	RD S15 (unique items)
S17	2	S16 NOT PY>2000
S18	188	S1(5N)S2(5N)S4
S19	145	S1(3N)S2(3N)S4
S20	96	S19(3N) (TELECOM? OR TELEPHON? OR PHONE?)
S21	128	AU=(PARTOVI, H? OR PARTOVI H? OR BRATHWAITE, R? OR BRATHWAITE R? OR BRYAN, A? OR BRYAN A? OR BELLDINA, J? OR BELLDINA J? OR ARONS, B? OR ARONS B?) OR CO=TELLME()NETWORKS
S22	11	S21 AND (S1 OR TELECOM? OR TELEPHON? OR PHONE?)
S23	0	S22(S)S3
S24	7	RD S22 (unique items)
S25	4	S24 NOT (PY>2000 OR S17)
S26	24	S20 NOT S13
S27	13	RD S26 (unique items)

17/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01679728 03-30718
How to use technology to effectively deliver broad-based stock option plans
Jarcho, David
Compensation & Benefits Review v30n4 PP: 87-90 Jul/Aug 1998
ISSN: 0886-3687 JRNL CODE: CPR
WORD COUNT: 1655

...TEXT: intranet communications are practical tools that allow administrators to effectively manage information and communicate the benefits of a stock option plan to participants on a **real - time** basis.

1. **IVR** . By selecting from a list of **voice prompts** , users with a **touch - tone** telephone can access plan information through an **IVR** system regarding participation histories, vesting schedules, and a review of frequently asked questions.

Many corporations are integrating their **IVR** with the administrator's software package...

17/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00765797 94-15189
A telephony revolution
Stevens, Michael
Marketing PP: 38 Sep 16, 1993
ISSN: 0025-3650 JRNL CODE: MAR
WORD COUNT: 924

...TEXT: s automated call-handling service.

High volume inbound traffic can be successfully handled using an automated call distributor(ACD). Some of these have an interactive **voice response** (**IVR**) facility. This allows callers to **choose** between a **menu of options** , using the **touch tones** On their phones. ECI Book and Record Club in Holland uses this system for **automatically** capturing orders.

Calls can also be answered automatically by dedicated **IVR** equipment. Leeds-based **IMS** claims to be the UK's largest automated call-handling...

?

25/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00648688 92-63628

Value-Chain Assessment of the Travel Experience

Brathwaite, Ron

Cornell Hotel & Restaurant Administration Quarterly v33n5 PP: 41-49 Oct 1992

ISSN: 0010-8804 JRNL CODE: CHR

WORD COUNT: 4944

Brathwaite, Ron

...TEXT: guest a private voice-mail "box" during check-in. Guests call in to the voice-mail system and retrieve their messages by touching the touchtone **telephone** buttons in response to voice prompts. Hearing a message recorded by the caller in his or her voice and language is so much better than receiving a note from the...

... relying on travel agents' offices as the place where customers choose their vacation site and where reservations are made, why not use customers' televisions and **telephones** in their homes? IBM and Sears have combined forces to create "Prodigy," a software package that allows access to over 400 businesses including hotels, restaurants, and rental-car services for delivery via a standard **telephone** network to millions of U.S. homes.

* Could hand-held terminals provide "roving" customs and immigration check-ins in a manner similar to the British...and, as one might expect, when occupancy went above 80 percent the number of messages more than doubled. With voice mail, in contrast, no additional **telephone** operators are needed to handle the increase in messages. As a result, revenues increased with the higher occupancy while labor costs for information services remained...

25/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00472130 89-43917

Multimedia Systems: Getting the Word

Schmandt, Chris; Arons, Barry

UNIX Review v7n10 PP: 54-62 Oct 1989

ISSN: 0742-3136 JRNL CODE: UXR

... Arons, Barry

ABSTRACT: The merger of voice communications with computer systems can require the integration of complex technologies such as digital recording and playback, **speech** **recognition**, text-to- **speech** synthesis, and **telephone** interface equipment. Potential audio applications include: 1. voice-driven typewriters, 2. voice annotation of text, 3. interactive audio training systems, 4. voice mail systems, 5. computer conferencing, 6. **telephone** access to data, 7. speech replacement of mouse and keyboard input, 8. auditory icons, 9. speed-dialing tools, and 10. **telephone** answering machines. The design of audio applications and user interfaces must consider limitations that are inherent in the medium or attributable to current audio technology...

...DESCRIPTORS: **Voice** **recognition** ;

25/3,K/3 (Item 1 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2004 The Gale group. All rts. reserv.

04708004 SUPPLIER NUMBER: 19105646 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**The National Depressive and Manic-Depressive Association consensus
statement on the undertreatment of depression.**
Hirschfeld, Robert M.A.; Keller, Martin B.; Panico, Susan; **Arons, Bernard
S.**; Barlow, David; Davidoff, Frank; Endicott, Jean; Froom, Jack;
Goldstein, Michael; Gorman, Jack M.; Guthrie, Don; Marek, Richard G.;
Maurer, Theodore A.; Meyer, Roger; Phillips, Katharine; Ross, Jerilyn;
Schwenk, Thomas L.; Sharfstein, Steven S.; Thase, Michael E.; Wyatt,
Richard J
JAMA, The Journal of the American Medical Association, v277, n4, p333(8)
Jan 22, 1997
ISSN: 0098-7484 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 8601 LINE COUNT: 00748

... **Arons, Bernard S**
... treatment. More recent themes have turned toward reaching families,
coworkers, and friends. The program has provided printed materials, radio
and television spots, a toll-free **telephone** number, special events, and
consultation. The community and professional partnership program has
instituted model collaborations with states and local entities. D/ART also
organizes special...

25/3,K/4 (Item 1 from file: 275).
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2004 The Gale Group. All rts. reserv.

01314007 SUPPLIER NUMBER: 07841832 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Getting the word. (multimedia systems)
Schmandt, C.; **Arons, B.**
UNIX Review, v7, n10, p54(8)
Oct, 1989
ISSN: 0742-3136 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 3870 LINE COUNT: 00317

... **Arons, B.**

...ABSTRACT: voice applications are among the most important potential
uses of multimedia technology. Integrating such applications as voice
annotation of text, interactive audio training systems, and **voice -
recognition** input presents a major development challenge. Limitations of
audio utility include the fact that speech is slow and the difficulty of
producing intelligible synthetic speech. Real-time variants of UNIX offer
the most potential as interactive-audio platforms. Both **speech
recognition** and synthesis require specialized digital signal processors. A
server approach is the best way to support audio hardware. The VOX Audio
Server, a network-transparent...
...designed for integrated audio functions, is described. VOX will run on
BSD UNIX and the Mach Unix variant with AT-bus based workstations;
extensions for **speech recognition** and synthesis are planned.
... and their users to communicate via voice. Taken broadly, the use of
speech as a command and data channel may require digital recording and
playback, **speech recognition**, text-to- **speech** synthesis, and
telephone interface equipment.

27/3,K/1 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2004 The Gale Group. All rts. reserv.

1537254 Supplier Number: 01537254 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Applied Voice Technology readies voice mail integration
(Applied Voice Technology promises to extend the utility of its telephony software for servers)
Computer Reseller News, n 689, p 32
June 24, 1996
DOCUMENT TYPE: Journal ISSN: 0893-8377 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 528

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...call manager client software, will be priced at \$7,500 for up to five users.

Several features have been developed for this newest version, including **speech recognition**. With **speech recognition** technology, callers may **select** from several **menu options** by **speaking** into a **telephone** and **saying** a word or term, or by using a **telephone keypad**. The new technology also makes use of "caller identification" technology currently being rolled out by telephone companies. Caller ID allows people to see the telephone...

27/3,K/2 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01331060 99-80456
Best of both worlds: The Internet-enabled call center
Ryan, John
Network World v13n44 PP: 41 Oct 28, 1996
ISSN: 0887-7661 JRNL CODE: NWW
WORD COUNT: 815

...TEXT: request.

This process can be automated even further when an IVR system is used to make the callback. The transaction might be completed through the IVR's voice prompts and the customer's **telephone keypad** response. More advanced systems provide automated **speech recognition**, which allows customers to **speak** rather than key in their **choices** ..

Of course, the customer could **choose** to be transferred to an agent at any point, in which case the information gathered through the IVR would be added to the original CTI...

27/3,K/3 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

01251927 99-01323
Applied Voice Technology readies voice mail integration

Yamada, Ken
Computer Reseller News n689 PP: 32 Jun 24, 1996
ISSN: 0893-8377 JRNL CODE: CRN
WORD COUNT: 515

...TEXT: call manager client software, will be priced at \$7,500 for up to five users.

Several features have been developed for this newest version, including speech recognition. With speech recognition technology, callers may select from several menu options by speaking into a telephone and saying a word or term, or by using a telephone keypad. The new technology also makes use of "caller identification" technology currently being rolled out by telephone companies. Caller ID allows people to see the telephone...

27/3,K/4 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00813987 94-63379
Voice processors stand alone no more
Robins, Marc
Network World v11n4 PP: 54-66 Jan 24, 1994
ISSN: 0887-7661 JRNL CODE: NWW
WORD COUNT: 4692

...TEXT: processor board and associated software, fax processing makes it possible for callers to send and receive fax messages and documents by entering commands on a telephone keypad.

Fax processing capabilities are increasingly being integrated or combined with IVR, voice mail and other voice processor-based applications.

For instance, callers can respond to voice prompts asking them to select which of a series of stored documents they would like sent to their fax machines, a process known as fax-on-demand. A wide array...

27/3,K/5 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

00806937 94-56329
EDI for human resources saves money and time
Moynihan, James J; Kibat, Gerry
Healthcare Financial Management v48n1 PP: 72-77 Jan 1994
ISSN: 0735-0732 JRNL CODE: HFM
WORD COUNT: 2329

...TEXT: with this tremendous variety of plans and customization options is that they create additional administrative costs for the employer. One solution is to use interactive voice response software to rather employee benefit selection choices. Having gathered that information electronically through touch-tone telephone input, the employer then may pass it on to the payroll program for an automated update, as shown in Exhibit 2. (Exhibit 2 omitted.)

The...

27/3,K/6 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

04914615 Supplier Number: 47225363 (USE FORMAT 7 FOR FULLTEXT)
**TALX Corporation signs contract to provide a winning solution for
Publishers Clearing House.**
Business Wire, p03200006
March 20, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 524

... need without tying up internal resources."
The TALX system will allow both touch-tone phone as well as rotary
phone users to retrieve information. While touch - tone phone0 users
will press a button to indicate their menu selections , rotary phone
users will be able to speak the menu option of their choice and voice
recognition technology will enable system use.
More than 50 companies outsource their interactive communications to
TALX. "For our outsourced customers, TALX bridges the gap between the...

27/3,K/7 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

04366138 Supplier Number: 46403554 (USE FORMAT 7 FOR FULLTEXT)
**GTE ELECTRONIC REPAIR SERVICES LAUNCHES ONE-NUMBER, ONE-CALL ACCESS SYSTEM
FOR CUSTOMERS**
PR Newswire, p0521LATU027
May 21, 1996
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 438

... repair, calibration, contract engineering and product-life-cycle
support to manufacturers, service providers and end-user organizations
across North America.
SRS is completely automated, using touch - tone phone response or
state-of-the-art voice response . A customer simply needs to call
1-800-788-4831 and select one of three options .
Option one offers access to sales staff and information on GTE ERS'
complete line of services.
Option two allows a caller to choose customer service from...

27/3,K/8 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2004 The Dialog Corp. All rts. reserv.

16721278 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Marketview lines up venture capitalists
SECTION TITLE: NEWS
WELLS Amanda
INFOTECH WEEKLY , 2 ed, p7
April 17, 2001
JOURNAL CODE: WIWY LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 553

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... the technology has potential for the banking, fast-moving consumer goods and telecommunications industries.

Mr O'Connor says the company is working on adding interactive **voice response** capabilities to the software. This would mean being able to see what **options** customers **selected** the most often when dialling up automated **touch - tone** **phone** systems, or tracing their path through menu structures.

Another enhancement being considered is improving qualitative customer data, which would mean providing more descriptive information about...

27/3,K/9 (Item 2 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

(c) 2004 The Dialog Corp. All rts. reserv.

04865772 (USE FORMAT 7 OR 9 FOR FULLTEXT)

FCG, Inc. Announces Automatic Order Verification System for Internet Commerce

BUSINESS WIRE

April 06, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 540

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... system, except that call-backs are generated as internet orders are placed. FCG customizes the call-back script to meet a company's needs. One **option** allows customers to **choose** between a **1voice -activated response** (answers are recorded), or a **touch - tone** response, using the **telephone** key pad. Call-backs can be scheduled at the convenience of the consumer, and multiple attempts are made. FCG, Inc. uses secure file transfer to...

27/3,K/10 (Item 1 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

02931509 Supplier Number: 45963987 (USE FORMAT 7 FOR FULLTEXT)

BRIEF TRANSMISSION:ON DEMAND DATABASES BY FAX

Telecomworldwire, pN/A

Nov 28, 1995

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 128

... Facts, a new service that it claims is the first on-demand news and information service for handheld computer users. The system is accessible by **touch tone telephone** or fax machine with a **voice recognition menu** which assists the user's **selection** before delivering the information by fax. Emergent says that the same technology could be linked to a radio system for delivery by radio data terminal...

27/3,K/11 (Item 2 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2004 The Gale Group. All rts. reserv.

01665416 Supplier Number: 42639688 (USE FORMAT 7 FOR FULLTEXT)
**SIMPACT INTRODUCES VOICE-PROCESSING PLATFORM WITH SPEAKER-INDEPENDENT
SPEECH RECOGNITION**

Audiotex Update, v4, n1, pN/A
Jan, 1992
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 597

... a Touch-Tone keypad. More than 40% of residential telephones in the U.S. today are rotary dial, and the percentages are even higher internationally. **Speech recognition** allows rotary dial callers to use **voice response** applications that were previously unavailable to them. Callers can interact with ClientCall by **selecting menu options** through **speech**, rather than **selecting options** by pressing numbers on the **telephone keypad**.

According to Charles Smith, Simpack's vice president of voice processing products and services, "Voice response applications have demonstrated their value in helping corporations and..."

27/3,K/12 (Item 1 from file: 647)
DIALOG(R)File 647:CMP Computer Fulltext
(c) 2004 CMP Media, LLC. All rts. reserv.

01095061 CMP ACCESSION NUMBER: CRN19960624S0028
Applied Voice Technology readies voice mail integration
Ken Yamada
COMPUTER RESELLER NEWS, 1996, n 689, PG32
PUBLICATION DATE: 960624
JOURNAL CODE: CRN LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: News
WORD COUNT: 528

... call manager client software, will be priced at \$7,500 for up to five users.

Several features have been developed for this newest version, including **speech recognition**. With **speech recognition** technology, callers may **select** from several **menu options** by **speaking** into a **telephone** and **saying** a word or term, or by using a **telephone keypad**. The new technology also makes use of "caller identification" technology currently being rolled out by telephone companies. Caller ID allows people to see the telephone...

27/3,K/13 (Item 1 from file: 813)
DIALOG(R)File 813:PR Newswire
(c) 1999 PR Newswire Association Inc. All rts. reserv.

0989634 DCTH027
BLM Web, Fax Sites Provide Up-to-the-Minute Agency Information

DATE: August 29, 1996 16:23 EDT WORD COUNT: 393

...receive the documents immediately on their fax machine.

Here is how to use BLM-NewsServiceFAX:

Call the BLM-NewsServiceFAX number from a fax machine or touch -
tone
telephone at 202-653-7289.

In response to voice prompts , select documents by pushing
appropriate
buttons on the phone or fax machine. A good place to start is by pressing
"1"
for the index of available...
?